



THE CITY OF HAYWARD

is recruiting for a

COMMUNICATIONS OPERATOR



DEADLINE TO APPLY

Friday, April 9, 2021: Open Until Filled

Candidates are encouraged to apply online at www.hayward-ca.gov or www.GovernmentJobs.com. Please complete the application, submit a valid typing certificate, cover letter, and resume.

COMPENSATION

Monthly Salary: \$6,657 - \$8,103

Plus excellent benefits package: See the [2021 Benefit Summary](#) on the City's Human Resources webpage for more details.

THE SELECTION PROCESS

Candidates must submit a completed job application, responses to the supplemental questionnaire and a valid **typing certificate. Application packets will be screened and candidates considered best qualified will move forward to a competitive examination process, which may include a written exam, practical or performance exam and/or an oral interview. The examination process will result in a ranked eligible register of candidates for hiring consideration by the department.

Actual hire depends on success in the departmental selection process including further skills testing, selection interview, background investigation, polygraph, computerized multi task test, psychological evaluation and medical exam.

THE POSITION

The City of Hayward is excited to announce its recruitment for the position of Communications Operator. Under general supervision from the Communications Supervisor, the Communications Operator operates a computer aided dispatch system receiving calls and dispatching police, fire or other City services.

Note: *The eligible list established from this recruitment may be used to fill Call Taker vacancies. Monthly Salary: \$5,541 - \$6,732*

THE DEPARTMENT

The Communications Center in the Support Services Division of the Hayward Police Department is responsible for dispatching both Police and Fire Services throughout the City of Hayward. The Hayward Police Department is one of 18 CALEA (Commission on Accreditation for Law Enforcement) accredited police departments in California and is committed to maintaining CALEA's high standards and broadly recognized excellence.

The Communications Center is frequently the first point of contact that a member of the public will have when requesting assistance from the City of Hayward. The information gathered by the communications operator during this contact is critical to a positive outcome. The Communications Center consists of six (6) stations with each communications operator assigned to a specific job.

MINIMUM QUALIFICATIONS

EXPERIENCE

Two (2) years of heavy public contact experience while performing multiple tasks simultaneously. Public Safety dispatch experience is desirable.*

EDUCATION

Equivalent to the completion of the twelfth (12th) grade.

LICENSE AND CERTIFICATES

A typing certificate with 35 net words per minute must accompany your application.**

1. Certificates will be accepted from a public school, business school or temporary agency; **certificates from Internet testing services and/or home computer CD testing will NOT be accepted.**
2. Typing certificate (or signed statement on official letterhead from the testing agency) must be dated no earlier than six (6) months prior to the date of the application filing.
3. Typing certificate (or signed letter) must state all of the following information:
 - Five-minute timed typing test.
 - Gross typing speed in words per minute.
 - Gross number of errors.
 - Net words per minute.

If you have two (2) or more years of experience as a Public Safety Dispatcher, please apply for the City of Hayward "Lateral Communications Operator"

****The City of Hayward is adhering to the Alameda County Public Health Department's order to shelter in place to limit the spread of COVID-19. While the order is in effect, the City is allowing for the typing certificate requirement to be satisfied later in the selection process. The typing certificate is not required to apply for the position, but will be required prior to appointment.****

ABOUT HAYWARD With over 160,000 residents, Hayward is the sixth largest city in the San Francisco Bay Area. It is centrally located 14 miles south of Oakland, 25 miles southeast of San Francisco, and 26 miles north of San Jose. This location makes the city a transportation hub with an extensive network of freeways, bus lines, two BART stations, an Amtrak station, and the Hayward Executive Airport. According to the 2010 census, Hayward is the second most ethnically-diverse community in California, which is apparent in its rich cultural events and diverse local businesses. The family-oriented community is home to Cal State East Bay, a unique historic downtown, and some of the best weather in the bay area.

SOME DUTIES INCLUDE

- Receives emergency and non-emergency calls from the public, private companies and other jurisdictions.
- Dispatches police and fire personnel or other City services in response to such calls.
- Relays emergency and non-emergency information to public safety personnel in the field.
- Relays information to other agencies as required.
- Operates a manual dispatch system when necessary.
- Assists in relaying information during response to natural disasters.

QUALIFICATIONS

ABILITY TO:

- Read and comprehend information and instructions.
- Learn to operate manual and computer aided radio and telephone equipment in dispatching public safety equipment and personnel.

- Perform several job tasks effectively under pressure for sustained periods of time.
- Memorize and retain information from a variety of sources.
- Interpret information from distraught, incoherent or angry callers and relay critical facts to appropriate emergency or nonemergency personnel.
- Assign priorities both to incoming calls and to the dispatch of calls for service.
- Speak clearly and concisely via radio, telephone and in person.
- Respond to requests for emergency and nonemergency services in a professional and courteous manner.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work various shifts, including day, swing and graveyard as well as weekends and holidays.

KNOWLEDGE OF:

- English usage, including comprehension and grammar.

A complete job description and list of duties can be found at www.hayward-ca.gov

<u>Examination and Selection Process</u>	<u>Date</u>
First Review Period Ends	Friday, April 9, 2021
Pre-Background Questionnaire Survey	Week of April 12, 2021
Written Examination (POST Dispatcher Test)	Week of May 17, 2021
Oral Panel Interviews	Week of June 28, 2021

Please note; these future dates are tentative and subject to change at the City's discretion.

Candidates must submit a completed job application and valid typing certificate as described in this bulletin to be reviewed. **Be sure to scan and attach a copy of your typing certificate to your on-line application; however certificates may also be emailed to employment@hayward-ca.gov, no later than the date of the oral exam should you be invited to participate.** Please be sure to indicate your first name and last name in the email and the position the typing certificate should be applied to.

Candidates may also provide a POST Dispatcher T-Score of **48** or above from within the last 12 months of the application date by **no later than 15 days in advance of the written examination** or participate in the City's administration of the POST Dispatcher Test. Applications submitted without all required materials will not be considered.

The City of Hayward is an Equal Opportunity Employer

