

AN EQUAL
OPPORTUNITY
EMPLOYER



The City of San Mateo

Invites your application for:

Dispatcher I

(Entry Level)



Continuous Filing

The City

San Mateo is a city of approximately 100,000 residents, strategically located midway between San Francisco and San Jose, and is within the Silicon Valley. One of the City's strengths is its diversity, both in the ethnic makeup and the physical development of the community. San Mateo has a vibrant business and retail environment with national and international businesses, two major shopping centers and an active downtown. The community values its historic and new residential neighborhoods and recently approved a major new Transit Oriented Development that will add 1,500 new homes, 300,000 square feet of new retail and as much as 1.5 million square feet of commercial office space.



The City organization has a culture of innovation, collaboration and strong customer service. The City's annual budget is \$130 million and is staffed by over 540 full time employees. The City is continually evaluating new and innovative ways of providing high quality services to its residents while acknowledging the competing demands for the limited funds available. For more interesting facts, please visit:

www.cityofsanmateo.org

Philosophy of the Chief of Police

The San Mateo Police Department is dedicated to providing the highest level of police services to all persons within our community. Fairness, equality, justice and honor are our guiding principles as we execute our duties and obligations to the office.

The Department also recognizes its responsibility to improve the quality of life for those who live and work within our community by forming cooperative relationships with other City departments and service providers outside the organization.



The Department and Division

The San Mateo Dispatch Center is a division of the Police Department and dispatches for 118 officers in two agencies. The San Mateo Dispatch team is known throughout the County for its professionalism and desire to serve the public. San Mateo dispatchers handles in excess of 50,000 calls for service each year, 300,000 telephone calls, 40,000 9-1-1 calls, while also handling over 2 million radio transmissions.

The Department has implemented an on-line reporting system and is continually evaluating other progressive alternative reporting forms to optimize technology. The Dispatch Center provides contract dispatch services to the City of Brisbane and is currently seeking to expand that role as a regional dispatch services provider. With a new police building, the City of San Mateo's dispatch center is the County's newest state-of-the-art dispatch center.

The Position

The Dispatchers work in a team environment 24 hours a day, seven days a week under the general direction of a Dispatch Services Supervisor.

The Dispatcher I is the entry-level class in the Dispatcher series and requires a strong work ethic, strong customer service and interpersonal skills. Employees at this level are trained in department policies, procedures and systems. Generally, work is observed and reviewed both during performance and upon completion. This class is used as a training class, employees may have only limited work experience.

The Duties

Dispatchers receive incoming calls for police and fire for a number of local jurisdictions and dispatch necessary units using a computer aided dispatch system, processing and prioritizing incoming calls for emergency assistance. Dispatchers perform a variety of general support duties related to communications activities. Primary responsibilities include, but are not limited to:

- Perform a variety of general support duties related to communication activities.
- Operate Computer Aided Dispatch (CAD) equipment and to enter, update, and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration and other information.
- Assist in training new employees in dispatch, including complaint desk.
- Determine the nature, location, and priority of an emergency; coordinate the response of police, fire, ambulance or other emergency units through CAD data terminals in accordance with established procedures.
- Compile statistics on calls received.

The Qualifications

Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain this would be:

Experience:

Some telephone or dispatcher experience is highly desirable. Bi-lingual skills are desirable.

Training:

Equivalent to graduation from high school.

Knowledge of:

- English usage, spelling, grammar and punctuation.
- Standard radio or telephone communications receiving and transmitting equipment.
- Modern office procedures, methods and computer equipment.

Ability to:

- Communicate clearly and concisely, both orally and in writing. Learn standard broadcasting procedures and rules.
- Learn to operate a sophisticated computer aided dispatch system quickly and accurately. Learn the uses and capabilities of the City's computer aided dispatch system.
- Work under pressure, exercise good judgment, and make sound decisions in emergency situations with a minimum amount of supervision.
- Learn geographic features and streets within the area served and other user agencies.
- Learn department procedures and policies pertaining to the dispatching of City emergency equipment and those of other user agencies.

- Effectively elicit information from irate and upset citizens.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Type at a speed necessary for adequate job performance. Understand and follow oral and written instructions.
- Learn to operate a computerized dispatch teletype and other office equipment.
- Learn public safety classification codes and computer commands. Spell accurately.
- Work various shifts as assigned.

License or Certificate:

Verification of successful completion of the P.O.S.T. Entry-Level Dispatcher Selection Test Battery Examination with a minimum passing "T-score" of 48 or higher or verification of successful completion of a CritiCall Examination with a minimum passing score of 50 or higher.

Possession of, or ability to attain, a POST (Peace Officer Standards & Training) Written Examination Certificate

Note: Currently Dispatcher's hours are scheduled under the 4-10 work schedule. Employees work ten hours per day, four days per week and shift work is required. Work schedules will vary and overtime may be required.

ADA Special Requirements: Duties require the ability to work in a standard office environment with some ability to sit for long periods of time, twist, and reach.

The City of San Mateo offers an excellent Salary & Benefits:

- Salary:** \$6,854 to \$8,170 per month
- Retirement:** CalPERS retirement 2% @ 55 with 3 year average final comp for "Classic" members and 2% @ 62 with 3 year average final comp for "New" members. Participation in the Social Security Program.
- Insurance:** A choice of medical plans with City paid single coverage of 100% of the lowest cost HMO (Kaiser) single coverage or City paid two party or family coverage up to 90% of the least costly HMO (Kaiser) or \$160 per month if waived. City Paid dental, vision, and life insurance premiums
- Vacation:** 88 - 200 hours annual vacation, depending on length of service
- Leaves:** 12 days per year earned; extended sick leave and family sick leave
- Holidays:** 13 holidays per year (includes 3 floating holidays)
- Bilingual Differential:** \$138.46 bi-weekly (if applicable)
- Programs:** Credit Union, Employee Assistance, \$500 per month City contribution to a PORAC Trust account, 0.75% City Contribution to a 401(a) account and Free Fitness classes through City of San Mateo Parks and Recreation programs

This classification is represented by the San Mateo City's Police Officers' Association





The Examination and Selection Process

Based upon a review of the applications, responses to the supplemental questionnaires, **applicants meeting the minimum qualifications** will be placed on the employment list. The employment list is updated continuously as applicants become eligible. Current and future vacancies may be filled from this list. Your eligibility will remain in effect for at least one year. Once placed on the employment list and when a position needs to be filled, the San Mateo Police Department representative will contact candidates selected to move onto the next step in the hiring process.

Before a conditional employment offer is made, candidates must take a polygraph examination. If successful, a conditional employment offer is made and candidates are then required to successfully pass a psychological and medical examination, a drug screen, personal interviews, background investigation, fingerprinting, and must be able to furnish proof of legal right to work in the United States. The process will end with the Chief of Police or the Chief's designee's interview. The City's standards must be met before the final appointment is made.

ADA - In compliance with the Americans with Disabilities Act, applicants requiring accommodations for any part of the testing or recruitment process must notify the Human Resources Department seven (7) days in advance of the deadline for the part of the process requiring

IRCA - To comply with the Immigration Reform and Control Act, all new employees must provide proof of authorization to work in the United States.

NEW EMPLOYEES are subject to fingerprinting, drug testing, medical and background reviews and are required to present an original social security card at the time of appointment.

REQUIRED qualifications must be maintained throughout employment. Employees who are required to drive must be insurable.

SALARIES for new employees are established at the department level interview.

THE PROBATIONARY PERIOD is one year for new appointments.

APPEALS must be submitted in writing within three days of decision or event being appealed. An appeal concerning the contents or administration of an examination process shall be filed within three days of the date that the challenged portion of the examination / interview is given.

THE POLICY of the City of San Mateo is to grant equal employment opportunity to all qualified persons without regard to race, color, sex, age, religion, ancestry, physical or mental disability, sexual preference, marital status, or national origin. It is the intent and desire of the City of San Mateo that equal employment opportunity will be provided in recruiting, hiring, training, promoting, wages, benefits, and all other privileges, terms and conditions of employment.

The City of San Mateo complies with employment provisions of the Americans with Disabilities Act.

This announcement is meant only as a general description guide and is subject to change. It does not constitute an expressed or implied contract.

Supplemental Questionnaire

1. Have you taken the California POST Public Safety Dispatcher Test within the last year and received a T-score of 50 or above? If so, what was your T-score? (Attach, fax or mail your certificate).

Please describe:

2. Any experience you may have delivering quality customer service.
3. Any experience you may have working as part of a team of coworkers.
4. Any experience you may have handling the public over the phone, answering their questions, gathering information, and/or making appropriate referrals.
5. Any bi-lingual skills you may possess.

6. Any experience you may have handling emergency situations.
7. Have you ever had to work shift work, including weekends and holidays?

Currently the Dispatch Center has four shifts:

7:00 a.m. - 5:00 p.m. - Days
5:00 p.m. - 3:00 a.m. - Swing
9:00 p.m. - 7:00 a.m. - Graveyard
11:00 a.m. - 9:00 p.m. - Overlap shift

8. What effect do you expect shift work, long hours, weekend or emergency shift work to have on your life?
9. Please describe any experience you may have handling angry or hostile customers, callers, or members of the public.

How to Apply:

Go to www.cityofsanmateo.org to apply on-line. Click on **Dispatcher I** link to complete an on-line employment application, and supplemental questionnaire. You may also mail a complete employment package to:

City of San Mateo
Human Resources Department
330 West 20th Avenue, San Mateo, CA 94403

All applicants **must** submit an official City of San Mateo employment application, and supplemental questionnaire. An on-line employment application is an official City of San Mateo employment application.

Unless otherwise specified, **ALL RESPONSES WILL BE CONDUCTED VIA THE EMAIL ADDRESS PROVIDED IN YOUR ONLINE APPLICATION**. Therefore, it is imperative that you provide an email address to which you have regular access, and it is recommended that you frequently check your email for notices from: sanmateo@CalOpps.org