

# Foster City is a Great Place to Live, Work and Play!

## POLICE DISPATCHER



### HISTORY

Incorporated in 1971 and named after real estate tycoon and visionary, T. Jack Foster, Foster City is a one-of-its-kind master planned community that rose out of the reclaimed marshlands of the San Francisco Bay. The original Master Plan envisioned a self-contained community with a variety of housing types, neighborhood shopping centers, waterfront lots and parks, and other commercial & industrial uses.

### THE ORGANIZATION

Foster City is a General Law City and operates under the Council-Manager form of government. The five members of the City Council/EMID Board are elected to four-year terms. The City Manager is appointed by the City Council/EMID Board and serves as the chief executive of the municipal organization. Foster City is a full-service city with a total 2024-2025 budget of \$142.8 million. Projected staffing includes 179 FTEs.

### MISSION

The mission of the City of Foster City is to deliver equitable services that are customer focused with an emphasis on public safety, neighborhood livability, smart planning, a vibrant economy, infrastructure innovation, and sustainable environment. In pursuit of this mission, we use community engagement and data to make decisions and measure progress based on economic, social, and environmental factors.



### POLICE DEPARTMENT

The [Police Department](#) consists of two main divisions: Field Operations and Administrative Services. The two divisions work together to maintain a high quality of life for those who live, work, or visit Foster City. The department has 39 sworn and 15 civilian positions. Assignments vary from Motors, SWAT, Detectives, Community Engagement and K9 to promote your personal and professional development.

“Excellent Service – Every Call – Every Contact – Every Day!”

## THE POSITION

Under general supervision, receives police and emergency calls and dispatches police units following prescribed procedures; answers non-emergency calls for public safety and other City departments; performs a variety of general administrative support duties including record keeping, typing, and filing; and performs related work as required.

This journey-level non-sworn classification is responsible for independently performing the full range of receiving and dispatching emergency call duties in support of the Police Department. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Police Dispatch Supervisor in that the latter is the serves as the first level supervisor within the Dispatch Bureau.



## IDEAL CANDIDATE

The ideal candidate will possess a strong work ethic and the aptitude to take initiative, including the ability to illicit information from irate customers. Excellent customer service skills and being a team player are also traits the ideal candidate should demonstrate.

## ANNUAL SALARY

**\$102,632.82**

**to**

**\$124,750.70**

## EDUCATION & TRAINING

Any combination equivalent to experience and education that could likely provide the required knowledge, skills and abilities would be qualifying. A typical way would be:

**Education:** Possess a high school diploma or a G.E.D.

**Experience:** One (1) year of work experience involving public contact which involved using good judgment, tact, and effective written and/or verbal communication skills.

It is desirable, but not a requirement, that the applicant for this position have the ability to type no less than 40 net words per minute. The typing certificate must but be certified and dated within the last 12 months of application.

### License or Certificate:

- Verification of successful completion of the POST Entry-Level Dispatcher Selection Test Battery Examination with a minimum passing "T-score" of 50 or higher within the last 12 months.
- Possess a POST Basic Dispatcher Certificate prior to the completion of the probationary period. This certificate must be obtained and maintained throughout employment within this classification.

## BENEFITS

The City of Foster City provides a superior benefits program which includes:

**Retirement:** Participation in CalPERS in the 2% @ 62 retirement plan for new members and 2.7% @ 55 for classic members.

CalPERS 2.7% at 57 benefit formula.

**Leaves:** 12 paid holidays; sick leave (8.66 hrs/month); vacation leave based on years of service; 32 hours discretionary leave.

**Deferred Compensation:** 457(b)/VEBA (tax deferred health benefit program).

**Health Benefits:** Flexible benefits program including health, dental, vision, and medical/dependent care reimbursement accounts.

**Work Schedule:** Optional 9/80 work schedule.

**Educational Incentive:** up to \$500.00 each month.



## SELECTION PROCESS

The most qualified candidates will be invited to continue in the selection process. The selection process may consist of one or more of the following components: application review, performance-based exam, written exam, and panel interview. A final interview will be scheduled to fill the current vacancy following the establishment of the employment list. This list will be in effect for at least one-year. Once a top candidate is identified, we will conduct reference checks. After a conditional job offer, applicants must successfully pass a pre-employment background check and other requirements as applicable.

## TO APPLY

A City/District application is required for consideration. Please keep in mind the closing date. If the recruitment is continuous or open until filled, however, the recruitment may close at any time when enough qualified applications have been received. Applications may be submitted online at [www.calopps.org](http://www.calopps.org)

