



CITY OF CONCORD  
invites applications for the position of:

## Police Dispatcher II

**SALARY:** \$35.66 - \$45.52 Hourly  
\$6,181.07 - \$7,890.13 Monthly  
\$74,172.80 - \$94,681.60 Annually

**OPENING DATE:** 09/12/13

**CLOSING DATE:** Continuous

### JOB CHARACTERISTICS:

**\*\*\*OPEN & PROMOTIONAL JOB OPPORTUNITY\*\*\***

#### Police Dispatcher II

#### Recruitment Incentives

#### Leave Pre-Accruals

*Vacation and Sick Leave Pre-Accruals (front-loading first year's accrual of vacation (80 hours) and sick leave (96 hours) upon hire).*

#### Communications Training Officer Pay Differential

The City of Concord also offers a Training Pay Differential for Communications Training Officers ("CTO") (5% for each hour assigned as CTO and engaged in providing formal training to a police dispatcher trainee).

### POLICE DISPATCHER II

#### **Purpose**

In support of police law enforcement and other public safety functions, performs activities related to the processing of service requests including communications and dispatch, status monitoring, information development and communication, entry level dispatcher training, and records and files maintenance in a computer-aided environment; performs related and other work as required all within the context of the City's Mission of providing responsive, cost effective, and innovative local government services through a collaborative effort with the community to make Concord a city of the highest quality.

#### **Equipment, Methods & Guidelines**

Uses computer-aided dispatch system, including 911 emergency telephone, Telephone Device for the Deaf (TDD) and other multi-line telephone systems, various law enforcement telecommunications systems, multi-channel radio console with headsets and telephone handsets, video display terminals, computer keyboards, and alarm systems. Resource materials include hardware and software documentation, Dispatcher Training Manual, Dispatcher Training Guide, call-out schedules, maps, standardized service request classifications, level of response decision criteria, policies, regulations, operating procedures, directives, and violation codes contained in both City and other agency reference documents and manuals.

#### **Working Conditions**

Work is located in the Police Communications Center with variable lighting intensity and background noise. Work includes pressures generated by the necessity for appropriate and timely responses and follow-up required by emergency and routine events that often occur simultaneously. Work also involves prolonged periods of sitting. Incumbents are subject to shift assignments including evenings, weekends, and holidays; and to shift holdovers, early work calls, and scheduled overtime.

**Physical Demands**

Work emphasizes clear speech, visual and hearing acuity, and manual dexterity; prolonged periods of sitting and of wearing a headset; may occasionally perform moderate lifting (such as 30-50 pound boxes of computer paper), carrying, pushing, pulling and stooping. Must be able to work in an environment, with randomly occurring periods that are dominated by crisis situations and stress filled working conditions.

**Supervisory Guidance Received/Given**

Supervision received is intended to prescribe both general and detailed methods for achieving objectives. This is the journey level dispatcher classification and incumbents are expected to assist in training and monitoring the progress of entry level dispatchers when conditions require.

**EXAMPLES OF DUTIES INCLUDE, BUT ARE NOT LIMITED TO:**

1. Receives, interprets, classifies, prioritizes and responds to calls of a routine and emergency nature, including those calls involving life-threatening situations. Enters relevant information by computer keyboard and, as appropriate, transmits message for dispatching.
2. Assigns calls to police units for necessary action, determining how many and which units are required for response. May coordinate, with patrol supervisors regarding deployment of personnel. Visually monitors video display terminals and aurally monitors police radio frequencies to ensure correct status of officers and pending and dispatched calls, making "on-line changes" via keyboard as appropriate. Calls out Public Works standby personnel, perform call-outs for various local government entities, and monitors local government radio for their status.
3. Determines appropriate communications or research channels selecting from emergency telephone lines, radio room telephone lines, business telephone lines, police radio channels, other agency radio channels, and manual computerized information systems.
4. Provides information to officers expeditiously in areas such as warrants, vehicles, driver's licenses, parole, and criminal history information. Interprets or clarifies coded responses from various systems for police officers or other parties. Confirms warrants with responsible agencies, receives warrants and updates status of warrants.
5. Accesses and updates information in a variety of on-line Law Enforcement data systems, including systems which contain confidential data.
6. Develops, confirms, and relays information by contacting persons such as those in the internal chain of command; relatives of those involved in incidents; employers; hospitals; sworn and non-sworn public safety personnel at other agencies; other City departments; ambulance services; detoxification centers; tow companies; attorneys; state parole; animal control; commercial establishments; alarm companies; and schools.
7. Monitors other public safety and emergency preparedness radio traffic; fire panel and security system boards; local government radio channels; and jail and complaint desk alarms, and takes appropriate actions.
8. Maintains various logs and records of activities, such as radio transmissions, telephone calls received, call-outs and tow requests, equipment failure log, personal time keeping an attendance.
9. Follows defined alternative procedures in the event of computer or other equipment malfunction such as performing shut down and start up procedures. Performs various tasks to ensure proper operation of equipment such as setting and resetting computer system, video display terminals, mobile data terminals and printers; and changing print ribbons, paper, and recording tapes.
10. Performs activities related to the operation of a county-wide law enforcement radio system (CLERS) such as monitoring radio channel and issuing all points bulletins following county protocol and procedures.
11. Assists in training entry level and per diem dispatchers as required.
12. Promotes the City's Mission to make Concord a city of the highest quality by providing responsive, cost-effective, and innovative government services; understands and subscribes to the Vision and Values Statement adopted by the City.
13. Performs other work as assigned.

**QUALIFICATIONS:****Knowledge and Abilities**

Knowledge of specific data processing and telecommunications equipment used in a public safety Communications Center. Knowledge of relevant sections of various California codes such as the Penal,

Health and Safety, Municipal, Welfare and Institutions, and Vehicle codes; interdepartmental regulations, policies and procedures; various hardware and software documentation; Federal Communications Commission Regulations; of the resources, equipment, methods, procedures, and nomenclature included in and associated with computer-aided dispatch and automated information systems.

Ability to read, comprehend, and retain. Ability to learn the geographic layout of the City, including location of streets, street names, freeways, shopping centers, industrial parks, hotels, and other landmarks. Ability to remain calm in situations of stress; to assess events quickly and accurately; to adapt communications and behavioral styles appropriately in response to individuals and situations; to obtain and accurately record required information; to effectively classify and prioritize service requests; to act promptly and decisively; to make acceptable decisions; to quickly search and find information from resource systems, manuals, maps and other documents and to accurately and concisely convey such information orally and in writing; to spell accurately and use correct grammar; to speak clearly, concisely and audibly; to perform multiple tasks simultaneously; to meet the physical requirements of the work; to understand and carry out oral and written instructions; and to establish and maintain cooperative and effective relationships with those contacted in the course of work.

### **Education/Experience**

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

**Education:** Satisfactory completion of high school or the equivalent.

**Experience:** Three years of related work experience that has provided the knowledge, skills and abilities necessary to perform the duties of a law enforcement dispatcher in a computer-assisted environment, including at least one year experience working in a POST-certified law enforcement communications center.

### **OTHER:**

#### **Other:**

- Ability to operate an alpha-numeric keyboard with sufficient speed and accuracy to provide efficient input into a computer terminal, measured by the ability to type at a rate of 35 words per minute (net).
- **A typing certificate issued within the last 12 months is required.** The typing certificate must be attached to the online application and scored according to the following method: 5 minute timed typing exercise, showing a gross rate of speed and a net rate of speed. **This information MUST be included on the typing certificate. Applications received without a valid typing certificate, or not meeting the minimum net words per minute WILL NOT be considered and WILL NOT be contacted to correct the deficiency. Online typing tests WILL NOT be accepted.**
- For a list of agencies where you can obtain your typing certificate, please click [here](#).
- Must have normal (or correctable to normal) hearing and eyesight and a clear and audible voice for radio and telephone communications.
- Must have successfully completed the POST-certified police dispatcher course and have successfully passed probation as a dispatcher for a POST-certified law enforcement communications center.
- Must successfully complete a background investigation as a condition of employment.
- A California Driver's License and a satisfactory driving record are conditions of initial and continued employment.

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The City of Concord is an Equal Opportunity/Veteran's Preference Employer.

The provisions of this bulletin do not constitute a contract, express or implied and any provisions contained in this bulletin may be modified or revoked without notice. It is a policy of the City to refuse to consider a person for a position whenever that person's relationship to an employee, elected or appointed official, or member of a board or commission has the

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potential for creating adverse impact on supervision, safety, security, or morale, or involves a potential conflict of interest.

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.cityofconcord.org>

Position #2013-00021  
POLICE DISPATCHER II  
KC

1950 Parkside Drive  
Concord, CA 94519  
925-671-3308

[Jobs@cityofconcord.org](mailto:Jobs@cityofconcord.org)

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### Police Dispatcher II Supplemental Questionnaire

- \* 1. Each applicant must complete this supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included within the application?
- Yes  
 No
- \* 2. Which best describes your highest level of education?
- Some high school  
 High school or GED  
 Some college  
 Associate's Degree  
 Bachelor's Degree  
 Master's Degree  
 Doctorate Degree  
 None - N/A
- \* 3. How many years of related work experience do you have that has provided the knowledge skills, and abilities necessary to perform the duties of a law enforcement dispatcher in a computer-assisted environment?
- 0 to less than 2 years  
 2 years to less than 3 years  
 3 years to less than 4 years  
 4 years to less than 5 years  
 5 years to less than 6 years  
 6 years or more
- \* 4. Do you have at least one year of experience working in a POST-certified law enforcement communications center?
- Yes  
 No
5. Have you ever been convicted of any offense(s) other than a driving violation? (Exclude juvenile offenses if records legally sealed.) If yes, list offense(s) and date(s) of conviction(s) below. A yes answer is not necessarily disqualifying.
- Yes  
 No
6. If you answered yes for the conviction question, please explain the nature of the conviction.
7. Have you ever been convicted of reckless driving or driving under the influence of alcohol or other drugs OR has your driver's license ever been suspended or revoked as a result of conviction(s) of

driving violation(s)? List offense(s) and date(s) of conviction(s) below. A yes answer is not necessarily disqualifying.

Yes

No

8. If you answered yes to the above question, please list offense(s) and date(s) of conviction(s) below:

\* Required Question