



THE CITY OF REDWOOD CITY  
INVITES APPLICATIONS FOR:

## COMMUNICATIONS DISPATCHER (LATERAL) #2472

**SALARY:**  
\$7,048 - \$8,569 / Monthly

*Continuous*  
*with the first cut-off and review of*  
*application on 10/9/2017*  
*(Opened 9/25/2017)*

**Application Process**  
Apply online at  
[www.CalOpps.org](http://www.CalOpps.org)  
Member Agency: Redwood City

Candidates with a disability, which may require special assistance in any phase of the application or selection process, should advise the Human Resources Division upon submittal of application.

Oral Board Interviews  
Tentatively Scheduled for

**November 6, 2017**

**Selection Process**  
All applications will be reviewed for completion, relevant education, experience, training and other job related qualifications. Those who best meet the stated qualifications and requirements for the position will be invited to participate in the selection process. The specifics of the selection process will be communicated to those selected candidates.



## ABOUT THE CITY

The City of Redwood City is a San Francisco Bay Area community located in the heart of Silicon Valley, the technology-rich region extending from the San Francisco shoreline to the foothills of the Santa Cruz Mountains. Redwood City is the third largest city within the County of San Mateo, with over 82,881 residents. The city enjoys an average of 255 sunny days a year, which it boasts via the city slogan: "Climate Best by Government Test". We are a community that

believes in working together to maintain and improve our quality of life. In fact, the City Council of Redwood City formally adopted a "Core Purpose" - *Build a Great Community Together*. This represents our commitment to community building, which is a crucial part of how we do business every day. Become a part of the team and join us in building a great community!

## ABOUT THE POSITION

The Police Department invites you to apply for the position of Communication Dispatcher. This is an excellent opportunity for an **experienced dispatcher** seeking variety and challenge in a fast-paced environment. Using a sophisticated Computer Aided Dispatch terminal, the Communications Dispatcher receives emergency calls from the public requesting police, fire, medical, or other emergency service; determine priority, and dispatch police, or other emergency units as necessary and in accordance with established procedures.

Typical duties may include, but are not limited to the following:

- Maintaining contact with all units on assignment and maintaining status and location of police field units.
- Coordinating emergency calls and relay information and assistance requests involving other agencies
- Entering, updating and retrieving information from networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.
- Supervision is received from the Communications Supervisor, and responsibilities may include training new employees in dispatch procedures.

## THE IDEAL CANDIDATE

Will embrace the City's emphasis on excellent customer service; will be detail-oriented and able to manage multiple tasks; will have a strong work ethic and a track record of reliability and successful performance; will use initiative and independent judgment; will be a team player who likes working with a variety of City staff and the public and have a sense of humor.

*This job announcement is intended for experienced dispatchers, non-experienced applicants should apply under a separate job announcement titled Communications Dispatcher (Entry-Level) when posted.*



## BENEFITS

The successful candidate will enjoy the following benefits:

- Public Employees Retirement System (PERS) 2%@60 for current "classic" members, 2%@62 for new members
- Opportunity to select from a variety of health plans that are administered by PERS; Maximum City contribution is \$1,689/month Dental & vision insurance Employee Assistance Program
- Vacation leave: 10-25 days per year
- Sick leave of 12 days per year
- Fourteen paid holidays per year
- Fitness center access at City facilities
- Commuter program available (6 minute walk from Caltrain)

## CITY VALUES

### Our Core Purpose:

Build a Great Community Together

### The values that guide us are:

- **EXCELLENCE:** Passion to do our best in each moment.
- **INTEGRITY:** Do the right thing, not the easy thing.
- **SERVICE:** We care and it makes a difference.
- **CREATIVITY:** Freedom to imagine and courage to act.

## MINIMUM QUALIFICATIONS

*Any combination of experience and training that would likely provide the required knowledge and abilities are qualifying.*

*A typical way to obtain the knowledge and abilities would be:*

### Education & Experience

Education equivalent to completion of the 12th grade is required. One year of experience equivalent to that of a dispatcher is required.

### Licenses & Certificates

- Possession of a valid California Driver's license and satisfactory driving record.
- Completion of a POST-certified Basic Dispatcher training course is desirable.

### Knowledge of:

- Standard radio & telephone communications receiving & transmitting equipment.
- Geographic features & streets of Redwood City.
- Public safety classification codes & computer commands.
- Standard broadcasting procedures & rules.

### Ability to:

- Work various shifts as assigned, including weekends, holidays, and night shifts.
- Work under pressure, exercise good and independent judgment, and make sound decisions in emergency situations.
- Effectively communicate with, and elicit information from upset and irate members of the public.
- Exercise independent judgment and work with minimal supervision.
- Type with accuracy at least 30 words per minute.

**A City application is required.** Prior to appointment, candidates will be required to pass a background check (at no cost to the candidate) including the following:

1. Criminal History Check
2. Fingerprinting Check
3. Polygraph Exam

Prior to appointment, candidates will also be required to pass a pre-employment physical and a psychological exam at no cost to the candidate.

The City of Redwood City is proud to be an Equal Opportunity Employer!

*The Immigration Act of 1986 requires proof of identity and eligibility for employment at date of hire. Any provisions contained in this bulletin may be modified or revoked without notice.*

**BUILD A GREAT COMMUNITY TOGETHER**