



City of Sunnyvale
Public Safety Dispatcher-In-Training

SALARY	\$53.01 - \$58.44 Hourly	LOCATION	Sunnyvale, CA
JOB TYPE	Full-Time	JOB NUMBER	26-00076
DEPARTMENT	Public Safety	DIVISION	Public Safety Communications
OPENING DATE	06/01/2026	CLOSING DATE	6/23/2026 5:00 PM Pacific

Description

We build community trust by delivering exceptional services.
Our Core Values of Public Service are Integrity, Leadership, and Respect.

The position opens Monday, June 1, 2026, and the final filing date is Tuesday, June 23, 2026, at 5:00 pm.

The recruitment process for positions in the Department of Public Safety requires a comprehensive background investigation.

The City of Sunnyvale is accepting applications for a regular, full-time Public Safety Dispatcher-In-Training position to join the Department of Public Safety. A complete application packet will consist of a City of Sunnyvale employment application, responses to the required supplemental questions, a current (dated within one year and six months of application) passing CritiCall exam results, and a current (dated within one year of application) typing certificate verifying 35 or more net words per minute.

Click here to learn more information, view upcoming test dates, and to make a reservation for the [CritiCall Dispatcher Exam](#). **Thursday, June 18, 2026 is the next available test date.**

For this recruitment, online typing tests will be accepted. Candidates may submit typing certificates received from online typing tests, educational programs, career centers, etc. The certificate should list the candidate's full name, date it was received, and net words per minute.

City of Sunnyvale Benefits:

- CalPERS retirement pension
- Medical, dental, and vision benefits
- Retiree medical benefit
- Holiday in Lieu Pay
- Paid Time Off (PTO) accruals
- Employee Wellness Programs
- City contribution of \$3,600 per year to 401(a) retirement plan
- 457(b) deferred compensation retirement plan
- Additional pay for:

- POST certification
- EMD certification
- Education Incentive Premium
- And MORE!

Under supervision and in a trainee capacity, processes emergency and non-emergency calls for service; dispatches police, fire, medical, rescue, animal control or other emergency equipment, by telephone or radio, utilizing complex technical aids, such as computer aided dispatch systems (CAD); and, performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Public Safety Dispatcher-In-Training is the entry and trainee level in the public safety dispatcher series. Under close supervision, incumbents are trained in dispatching techniques, equipment and protocols. Work assignments change frequently in order to facilitate training. Employees are subject to daily and weekly observation reports until they demonstrate the ability to perform independently. This classification is distinguished from the higher level Public Safety Dispatcher in that the latter is the fully trained, journey level classification in the series.

This is an alternately staffed classification. Public Safety Dispatcher-In-Training incumbents are required to achieve the knowledge, skills and abilities necessary to advance to the Public Safety Dispatcher level within the twelve month probationary period.

Essential Job Functions

(May include, but are not limited to, the following):

- Dispatches public safety personnel and equipment on both routine and emergency calls utilizing a computer aided dispatch system, multiple video display terminals, radio dispatching consoles and related equipment.
- Answers the telephone and receives 9-1-1, emergency and non-emergency requests for assistance, evaluates the information provided and creates a CAD system event, relays information to other jurisdictions or provides information for the caller; processes and prioritizes incoming calls.
- Monitors and maintains status of public safety personnel and equipment; analyzes situations accurately and takes effective action to help ensure officer safety; may initiate the reassignment of fire equipment to ensure adequate city-wide fire protection.
- Inquires, interprets, verifies, receives, and disseminates information from law enforcement computer networks, such as wanted persons, stolen property, vehicle registration, and all points bulletins.
- Provides Emergency Medical Dispatch, including pre-arrival and post-dispatch instructions.
- Provides the public with basic instructions to safeguard persons in hazardous situations prior to the arrival of trained emergency personnel.
- Maintains familiarity with major roads, streets, areas, and industrial and public facilities within the city limits.
- Maintains records of all calls received and prepares reports of critical incidents; performs routine clerical work associated with the assignment.
- Monitor text to 9-1-1.

WORKING CONDITIONS

Work is performed in a structured and often stressful work environment that includes structured breaks and lunch schedules. Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading documents and computer screens, and the ability to distinguish and interpret the meaning of colors on video display terminals. The position requires the ability to view multiple video display terminals for extended periods of time in low light. Acute hearing sufficient to distinguish and comprehend simultaneous communications from several sources

is required, as is the ability to speak in a clear and distinct manner and carry on multiple conversations while distinguishing background radio communications. The need to lift, drag and push files, paper, books and documents weighing up to 10 pounds is also required. Work is performed in a confined area and incumbents wear a headset, which restricts physical movement about the work area. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

Minimum Qualifications

Education and Experience:

The minimum qualifications for education and experience can be met in the following way:

Graduation from high school or tested equivalent, AND

One year of work experience providing customer service to the public.

Knowledge, Skills, and Abilities

Working Knowledge of:

- Effective customer service techniques.

Some Knowledge of:

- Office practices, methods and equipment, including a computer and a variety of word processing and other software applications.
- Proper record-keeping techniques.

Ability to:

- Learn to operate a computer-aided dispatch system with sufficient speed and accuracy to document field activity and create calls for dispatch within response criteria guidelines.
- Obtain essential information from reporting parties about the nature of the emergency.
- Learn to analyze situations accurately and take effective action to assure officer and citizen safety.
- Learn to accurately enter information into the computer aided dispatch system while simultaneously receiving information by phone or radio.
- Learn to extract information or data from multiple video terminal displays which dynamically update.
- Learn and apply Department of Public Safety telephone answering techniques, policies and procedures.
- Learn the primary roads, streets, highways, major buildings and public facilities within the city limits, and memorize names and locations.
- Maintain composure, exercise sound judgment, and work quickly and accurately under pressure in emergency situations.
- Communicate clearly and distinctly using radio and telephone equipment.
- Communicate clearly and concisely in English, both orally and in writing.
- Read and interpret policies, procedures, protocols and maps.
- Maintain accurate records and spell correctly.
- Follow oral and written instructions.
- Type at a rate of 35 net words per minute.
- Work independently and as a member of a team.
- Establish and maintain effective working relationships.
- Deal tactfully with the public and with others and ensure that the City's philosophy of excellent customer service is understood and carried out in all forms of communication.
- Work in a highly structured environment where all communications or work are recorded or documented as public record.
- Observe safety principles and work in a safe manner.

Willingness to:

Work any shift, on any day, including irregular hours on short notice. Complete Emergency Medical Dispatch certification course, approved by the International Academy of Emergency Dispatch, within one year of appointment or in accordance with an extended time-line as approved by management. Wear a uniform.

License/Certificates:

Possession and continued maintenance of a valid class C California driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

Completion of a Basic Dispatcher certification course approved by the California Peace Officers Standards and Training organization (POST) within one year of appointment.

Possession of a POST Public Safety Dispatcher certificate within 18 months of appointment.

Completion of Emergency Medical Dispatch certification course, approved by the International Academy of Emergency Dispatch, within one year of appointment, and subsequent continued maintenance of Emergency Medical Dispatch certification.

Application and Selection Process

APPLICATION INSTRUCTIONS & PROCESS

The application submitted must meet the minimum qualifications listed in the job description in order to move forward in the recruitment process with the City of Sunnyvale. The information provided in the Work Experience, Education, and Certificates/Licenses sections of the application will be used to determine if the application meets the minimum qualifications. A resume, employment history provided elsewhere in the application, or other attachments will not be accepted in lieu of the completed application.

If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources **by Tuesday, June 23, 2026 at 5:00pm**. A complete application packet will consist of a City of Sunnyvale employment application, responses to the required supplemental questions, a current (dated within one year and six months of application) passing CitiCall exam results, and a current (dated within one year of application) typing certificate verifying 35 or more net words per minute.

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Note: The minimum qualifications for experience are based on full-time experience (40 hours per week). Experience included in the Work Experience section of the application is calculated to the full-time equivalent (hours are pro-rated if less than 40 hours/week). Volunteer experience is not considered qualifying experience.

Candidates are asked to fully describe any training, education, experience, or skills relevant to this position. Electronic applications may be submitted online through the City's employment page at Sunnyvale.ca.gov and click on JOBS. Late or incomplete applications will not be accepted.

EXAM PROCESS

Applications will be competitively screened based on the minimum qualifications of this position. Based upon a review of the application materials, the most qualified candidates will be invited to participate in the **oral examination process**

scheduled for Wednesday, July 8, or Thursday, July 9, 2026. (Note: The examination process may be changed as deemed necessary by the Director of Human Resources.)

SELECTION PROCESS

Those candidates that receive a passing score on the examination will be placed on an eligibility list for up to one year, in accordance with the City's Civil Service Rules and Administrative Policies. **Top candidates on the eligibility list will be invited to participate in a selection interview with the department. The recruitment process for positions in the Department of Public Safety requires a comprehensive background investigation.**

Any candidate that is selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a background history check, as well as a medical exam(s) administered by a City selected physician(s) before hire. Prior to starting work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination. Positions which are covered by the Department of Transportation regulations are required to submit to a pre-employment drug test and to random drug and alcohol testing.

INFORMATION ABOUT PROOF OF EDUCATION

Any successful candidate, selected by the hiring department will be required to submit proof of education (i.e. original copy of the diploma or college/university transcripts). A candidate with education obtained outside the United States must have education records evaluated by a credential evaluation service at the candidate's expense to determine its equivalency in the United States. Candidates may utilize any third-party agency for the evaluation. If you search 'education equivalency verification' or similar online, you will obtain results for agencies that provide this evaluation service.

ADDITIONAL INFORMATION

Positions in this job classification are represented by the [Communication Officers Association \(COA\)](#).

For assistance on how to fill out your job application, watch the following video:

- [How to Apply for a City of Sunnyvale Job](#) - YouTube (5:13)

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

The City of Sunnyvale is an equal opportunity employer. Applicants for all job openings will be considered without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, veteran status, or any other consideration made unlawful under any federal, state, or local laws. The City of Sunnyvale is committed to offering reasonable accommodations to job applicants with disabilities. If you need assistance or an accommodation due to a disability, please contact us at (408) 730-7490 or recruitments@sunnyvale.ca.gov.

Employer

City of Sunnyvale

Address

456 W. Olive Avenue

Sunnyvale, California, 94086

Phone

408-730-7490

Website

<https://sunnyvale.ca.gov>

Public Safety Dispatcher-In-Training Supplemental Questionnaire

*QUESTION 1

Instructions for completing the Supplemental Questionnaire: The following supplemental questions constitute an examination. Responses are reviewed and rated by Subject Matter Expert(s). The supplemental question examination determines the most qualified candidates to move forward in the recruitment process. **The responses to the supplemental questions should be specific, thorough and must be reflected in the Work Experience, Education, and Certificates/Licenses sections of the application. Please note the information provided in the supplemental questions will not be accepted in lieu of the completed application. Incomplete responses, false statements, copying and pasting responses from Artificial Intelligence (AI) programs, and/or entering "See Resume" will result in an incomplete application and/or disqualification from the recruitment process.** Please be advised that you will be 'timed out' of this page after 30 minutes. It is recommended to copy the supplemental questions that require text answers into a document that you can save on your computer. Prepare your responses in that document and then copy and paste the responses into the spaces provided. Additionally, please save your work continuously. By checking the 'Yes' response below, I indicate that I have read the instructions for completing the application (located in the job posting) and supplemental questionnaire. In accordance with these instructions, I understand that a completed application and written responses to the supplemental questionnaire are required. I understand the completed application and supplemental question responses will be used to evaluate my qualifications for this position and further identify the most qualified candidates to continue in the recruitment process. Additionally, I certify that I have completed the application and supplemental questionnaire on my own; the information provided accurately reflects my training, education and experience; and I understand the information provided is subject to verification.

Yes

No

*QUESTION 2

Do you have a high school diploma or GED tested equivalent?

Yes

No

*QUESTION 3

Do you have one year of experience providing customer service to the public?

Yes

No

*QUESTION 4

If you answered yes to the previous question, please describe your experience providing customer service to the public below. If you answered no, please enter N/A below.

*QUESTION 5

Have you attached documentation of your passing CritiCall exam (dated within one year and six months) to your application? If your CritiCall documentation is not submitted, your application will be considered incomplete.

Yes

No

*QUESTION 6

Have you attached your current (dated within one year) typing certificate verifying 35 or more net words per minute to your application? If your typing certificate is not submitted, your application will be considered incomplete. For this recruitment, online typing tests will be accepted.

Yes

No

* Required Question