



City of Sunnyvale

Senior Public Safety Dispatcher

SALARY	\$70.57 - \$85.78 Hourly	LOCATION	Sunnyvale, CA
JOB TYPE	Full-Time	JOB NUMBER	26-00007
DEPARTMENT	Public Safety	DIVISION	Division of Police Operations
OPENING DATE	02/25/2026	CLOSING DATE	3/18/2026 5:00 PM Pacific

Description

SENIOR PUBLIC SAFETY DISPATCHER

Regular, Full-Time Employment Opportunity

The position opens Wednesday, February 25, 2026 and the final filing date is Wednesday, March 18, 2026, at 5:00pm.

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

We build community trust by delivering exceptional services. Our core values of public service are integrity, leadership, and respect. We are recruiting for a Senior Public Safety Dispatcher.

A complete application packet will consist of a City of Sunnyvale employment application, responses to the required supplemental questions, and a current (dated within one year of application) typing certificate verifying 35 or more net words per minute. Please note: For this recruitment, online typing tests will be accepted.

For more information on how to obtain and submit a typing certificate, please contact the Human Resources via email to humanresources@sunnyvale.ca.gov.

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 to 457 Deferred Compensation

Under general direction of an assigned supervisor or manager, plans, directs and supervises the processing of emergency and non-emergency calls for service, dispatching of police, fire-fighting, medical, rescue, animal control or

other emergency equipment; performs a variety of technical tasks relative to assigned area of responsibility; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The position of Senior Public Safety Dispatcher is a supervisory classification. The classification of Senior Public Safety Dispatcher is distinguished from the lower-level Public Safety Dispatcher classification in that the latter is the journey level classification.

Essential Job Functions

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

- Recommends and assists in the implementation of goals and objectives; establishes schedules and methods for the performance of public safety dispatching duties; implements policies and procedures.
- Plans, prioritizes, assigns, supervises and reviews the work of staff involved in the dispatching of emergency and non-emergency calls for service.
- Evaluates operations and activities of assigned responsibilities; recommends improvements and modifications; prepares various reports on operations and activities.
- Participates in the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies.
- Provides interpretation of Departmental procedures and policies and provides expertise in the operations of all Public Safety emergency communications equipment.
- Controls initial deployment of field units; maintains and records status of field units; and processes and returns status inquiries received from field units.
- Coordinates multiple-emergency situations and major incidents and determines priorities on simultaneous emergency calls.
- Maintains status of Department personnel and equipment; logs equipment malfunctions; and contacts communications and other maintenance personnel for emergency repair of facilities or equipment.
- Answers the telephone and receives 9-1-1, emergency and non-emergency requests for assistance, evaluates the information provided and creates CAD system event, relays information to other jurisdictions or provides pre-arrival and post-dispatch instructions to the caller; processes and prioritizes incoming calls.
- Dispatches fire, police, medical and animal control 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.
- Monitors and maintains status of public safety personnel and equipment; analyzes situations accurately and takes effective action to help ensure officer safety; participates in the reassignment of fire equipment to ensure adequate city-wide fire protection.
- Provides Emergency Medical, Fire and/or Police Dispatching Services, including pre-arrival and post dispatch instructions.
- Provides operational support for police, fire, and medical operations including warrant checks and confirmations, tow requests, and facilitation of outside agency assistance and mutual aid requests.
- 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.

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

Two years of experience within the last five years performing duties similar to a Public Safety Dispatcher with the City of Sunnyvale.

Knowledge of:

- Police, fire, medical and/or animal control call processing protocols, dispatching and emergency procedures.
- Principles and practice of supervision, training and performance evaluations.
- Contemporary dispatching technical tools and equipment, such as computer aided dispatching systems.
- Primary roads, streets, highways, major buildings and public facilities within the City limits.
- Methods and techniques for responding to calls for emergency service.
- Office methods, procedures, software and equipment.
- Police and fire codes, including California Penal Code, Vehicle Code and Sunnyvale Municipal Code.
- Proper record-keeping techniques.
- Principles of customer service.

Ability to:

- Organize, implement and direct public safety dispatching activities.
- Supervise, direct, coordinate and evaluate the work of subordinate staff; effectively train staff in all aspects of dispatch operations and assist with the development of staff training programs.
- Operate computer-aided dispatch system with sufficient speed and accuracy to document field activity and create calls for dispatch within response criteria guidelines.
- Analyze situations accurately and take effective action to assure officer and citizen safety.
- Accurately enter information into the computer aided dispatch system while simultaneously receiving information by phone or radio.
- Extract information or data from multiple video terminal displays which dynamically update.
- Apply Department of Public Safety telephone answering techniques, policies and procedures.
- Type at a rate of 35 net words per minute.
- Memorize street names and locations
- Maintain composure and work effectively under pressure.
- Operate a computer using word processing and business software and other office equipment.
- Communicate effectively, both orally and in writing.
- Work independently and as a member of a team; recognize and set priorities and meet deadlines.
- Establish and maintain and promote positive and effective working relationships with employees, other agencies and the public.
- Observe safety principles and work in a safe manner.

Willingness to:

Work any shift, on any day, including irregular hours on short notice.

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.

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

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

DESIRABLE QUALIFICATIONS

- Previous supervisory or lead-worker experience.

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.

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.

If you are interested in this opportunity, please submit a City of Sunnyvale employment application with responses to the supplemental questions and a current (dated within one year of application) typing certificate verifying at least 35 net words per minute to the Department of Human Resources no later than **Wednesday, March 18, 2026, at 5:00 pm.**

Please note: For this recruitment, online typing tests will be accepted.

For more information on how to obtain and submit a typing certificate, please contact the Human Resources via email to humanresources@sunnyvale.ca.gov.

Candidates are asked to fully describe any training, education, experience, or skills relevant to this position; resumes are not accepted in lieu of an application. 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, April 8, 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.**

Any candidate selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a background history check, psychological exam, as well as medical exam(s) including an alcohol/drug screening 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

This position is 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>

Senior Public Safety Dispatcher 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 an equivalent (GED)?

Yes

No

*QUESTION 3

Do you have two years of experience within the last five years performing duties similar to a Public Safety Dispatcher with the City of Sunnyvale (dispatching police and/or fire services for a public safety agency utilizing contemporary dispatching technical tools, including computer aided dispatching systems)?

Yes

No

*QUESTION 4

If you answered yes to the question above (Question 3), please describe your experience answering, processing, and dispatching police and/or fire services for a public safety agency. Please include the following in your response: • Job Title(s) • Name(s) of Organization/Agency • Dates of Employment • Average Hours worked per Week • Description of Specific Job Duties and Responsibilities NOTE: Your response must be consistent with your work history and MUST include ALL the requested information listed above. If you answered no to the question above, please enter N/A in the space below.

*QUESTION 5

Please describe your experience with leading and/or assigning work to staff. If you do not have this experience, please enter N/A in the space below.

*QUESTION 6

Do you have a current Emergency Medical Dispatch Certificate? If no, please enter N/A in the space below.

*QUESTION 7

Do you have a POST Public Safety Dispatcher certificate? If no, please enter N/A in the space below.

*QUESTION 8

Have you attached your current (dated within one year) typing certificate verifying 35 or more net words per minute?

If your typing certificate is not submitted, your application will be considered incomplete.

Yes

No

* Required Question