



THE CITY OF REDWOOD CITY  
INVITES APPLICATIONS FOR:

**PUBLIC SAFETY  
COMMUNICATIONS  
DISPATCHER (LATERAL)**  
#25A-3 (L)

**SALARY:**  
\$8,710 – \$10,590 / Monthly  
**CLOSE: Continuous Filing**  
(Opened 2/14/25)

*Interested in joining the  
Redwood City team?*

Submit your application via  
[www.calopps.org](http://www.calopps.org) by February 28, 2025, for  
the first review.  
*A City application is required.*

**Selection Process**  
1<sup>st</sup> examination process tentatively  
scheduled for **March 5, 2025**

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

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.



**WHY JOIN THE REDWOOD CITY TEAM?**

We offer a wide range of meaningful career opportunities with potential for growth, training and development, competitive salaries, flexible work schedules, paid time off, and robust benefits. The Redwood City team is guided by the **core values** of **excellence, integrity, service, collaboration, inclusion and innovation**. Inherent in these values is a great organizational culture based on trust, strong and supportive leadership, respect, risk-taking, empowerment, and effective communication.

The community is known for its inclusivity, strong engaged neighborhoods, and civic pride. The City works diligently to maintain positive and productive relationships with community partners, together providing outstanding services, programs and opportunities for residents and businesses. This mix of tradition and progress, community, and diversity, makes Redwood City an extraordinary place to work and call home. If you're looking to grow your career as a part of a professional and progressive Police Department team that fosters innovation, creativity and collaboration, we hope you'll apply.

**THE REDWOOD CITY POLICE DEPARTMENT**

We are a progressive **Police-Department**, which recognizes that by working in a partnership with our community, we can best meet our goals of protecting life and property, improving the quality of life, and reducing crime and the fear of crime. Our motto is:

*"Providing Excellent Service with Integrity and Respect."*

The men and women of the Police Department are proud of our department and of our community and we look forward to working closely with all segments of our community to build and maintain and great environment in Redwood City.

The Department consists of two organizational divisions: Patrol and Support Services. We are a professional and progressive organization that takes great pride in providing quality service to our diverse community.

**ABOUT THE POSITION**

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.

**BUILD A GREAT COMMUNITY TOGETHER**



## BENEFITS

The successful candidate will enjoy the following benefits in \* [SEIU-MOU](#) :

- **Public Employees Retirement System (PERS)** 2%@60 for current "classic" members, 2%@62 for new members.
- **Health Insurance:** Opportunity to select from a variety of plans that are administered by PERS; Maximum City contribution is 2,373/month for 2024.
- **Dental Insurance:** City paid 95% premium.
- **Vision Insurance:** City paid 95% premium.
- **Long Term Disability**
- **Employee Assistance Program**
- **Life Insurance**
- **Bilingual Premium:** 2.5% - 5%
- **Vacation leave:** 10-25 days/year.
- **Sick leave** of 12 days per year
- **Holidays** 14/year and \*Holiday pay)
- **Education Expense Reimbursement:** \$1,500/yr.
- **Fitness center** access at City facilities.
- **Commuter program** available City matches up to \$100/month on commuter expenses.

## Core Values:

To serve and enhance Redwood City's community, our employees strive to carry out a set of Core Purpose and Values



## 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.

**NOTE: 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.**

## 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:

### Experience & Education

- One year of experience equivalent to that of a public safety dispatcher
- Education, equivalent to completion of the 12th grade.

### 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.

### Prior to Appointment

Candidates will be required to pass a pre-employment physical and psychological exam and an extensive background check (*at no cost to the candidate*) including the following:

- Criminal History Check
- DMV Check
- DOJ fingerprint check
- Reference check
- Complete a personal history questionnaire.

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**SUPPLEMENTAL QUESTIONNAIRE – Public Safety Communications Dispatcher - Lateral Transfer:**

Please indicate your POST Basic Dispatcher Certificate status:

- ☐ I Possess a POST Basic Dispatcher Certificate.
- ☐ I'm Eligible for a POST Basic Dispatcher Certificate.

[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.*

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*Any provisions contained in this bulletin may be modified or revoked without notice.*