



City of Sunnyvale

Public Safety Dispatcher-In-Training

SALARY	\$50.71 - \$55.91 Hourly	LOCATION	Sunnyvale, CA
JOB TYPE	Full-Time	JOB NUMBER	25-00077
DEPARTMENT	Public Safety	DIVISION	Public Safety Communications
OPENING DATE	06/09/2025	CLOSING DATE	6/30/2025 5:00 PM Pacific

Description

PUBLIC SAFETY DISPATCHER-IN-TRAINING Regular Full-Time Employment Opportunity

The position opens Monday, June 9, 2025, and the final filing date is Monday, June 30, 2025, at 5:00 pm.

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 6 months of application) passing CitiCall exam, 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.

Click here to learn more information, view upcoming test dates, or to make a reservation for the [CitiCall Dispatcher Exam](#).

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

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

Application and Selection Process

APPLICATION PROCESS

If you are interested in this opportunity, please submit a complete City of Sunnyvale employment application with responses to the supplemental questions, a current (dated within one year and 6 months of application) passing CitiCall Exam, 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 **Monday, June 30, 2025, at 5:00 pm**. Please note: For this recruitment, online typing tests will be accepted.

Click here to learn more information, view upcoming test dates, or to make a reservation for the [CitiCall Dispatcher Exam](#).

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 Monday, July 7, or Tuesday, July 8, 2025**. (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. A conditional job offer cannot be made until the education has been evaluated and submitted to the Department of Human Resources.

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. It is the policy of the City of Sunnyvale not to discriminate against all qualified applicants or employees on the basis of actual or perceived race, religion (including religious dress or grooming practice), religious creed, color, sex (includes gender, gender identity, gender expression, transgender, pregnancy, childbirth, medical conditions related to pregnancy or childbirth, breastfeeding or medical conditions related to breastfeeding), sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnicity, national origin, ancestry, citizenship status, military and veteran status, marital status, family relationship, age, medical condition, genetic characteristics and/or genetic information, and physical or mental disability. Applicants needing special accommodations for testing should submit a request to the Department of Human Resources at time of application.

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:

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.

The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the education, work experience, Certificates/Licenses section of the job application form. Please note the information provided in the supplemental question will not be accepted in lieu of completing the work experience section of the application.**

Resumes may be attached, but they will not be accepted in lieu of completing the work experience section of the application or the supplemental questions. The information you provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

Your responses to the questions that require you to detail your background and experience should include the following information:*

- The number of years of experience you have had performing the duties that you are describing;
- The name(s) and type(s) of organization(s) where you obtained such experience; and,
- Your role and specific responsibilities within the organization(s).

****Responses to the supplemental questions that indicate "see resume" are considered incomplete.*** By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

☐ Yes

☐ No

***QUESTION 2**

Do you have your high school diploma or GED 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 in the box below. If you answered no, please enter N/A in the box below.

***QUESTION 5**

Have you attached documentation of your passing CritiCall exam (dated within one year and 6 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? For this recruitment, online typing tests will be accepted. If your typing certificate is not submitted, your application will be considered incomplete.

☐ Yes

☐ No

* Required Question