

CITY OF GILROY IS HIRING

PUBLIC SAFETY COMMUNICATOR – LATERAL

Police Department

\$6,712.75 - \$8,383.33 monthly, plus excellent benefits

ABOUT THE POSITION

The City of Gilroy is recruiting for the full-time position Public Safety Communicator in the Police Department. This is a lateral position requiring two and one-half years of public safety dispatching work experience. The general goal of the Communications Unit is to provide 24-hour emergency communication response for all police, fire, and medical emergency calls for service in a courteous and professional manner.

GENERAL DESCRIPTION

Under the direct supervision of the Communications Supervisor and under the functional supervision of the Watch Commander, answer emergency and routine calls from the public for Police, Fire, and medical assistance and general service and dispatch necessary personnel and equipment, perform other related duties as required. **Work shifts including weekends, holidays, nights and evening hours.**

THE IDEAL CANDIDATE WILL:

- Have strong prior experience serving as a 911 dispatcher for a busy community.
- Have experience dispatching both police and fire personnel to calls for service.
- Have a heart for public service with the ability to use compassion and empathy with callers when appropriate and needed.
- Have experience handling complex and challenging calls for service.
- Be skilled in handling difficult calls in a calm and professional manner.
- Have excellent interpersonal and professional customer service skills.
- Have superb listening skills and the ability to communicate effectively orally and in writing.
- Be adaptable to changing situations; work well under pressure, and be comfortable making quick or critical decisions.
- Possess strong multi-tasking skills.
- Be proficient with computers and with the use of software and technology, including systems specific to public safety services.
- Have participated in "sit-alongs" with the City of Gilroy Police Department Communications Unit.
- Have a willingness to learn and improve on skills and be receptive of constructive feedback.

The City of Gilroy is an equal opportunity employer and supports workforce diversity.



APPLICATION DEADLINE

This is a continuous recruitment with periodic review of application packets. Only completed applications will be reviewed.

ORAL BOARD INTERVIEWS

Interviews may be scheduled at any time.

This recruitment may close at any time.

Candidates will receive communication by email regarding the recruitment process which includes, but is not limited to, application status, test dates and interview scheduling.

Applicants are responsible for notifying Human Resources of any changes to an e-mail address and/or other contact information.

SUBMIT A COMPLETE ONLINE APPLICATION WITH THE FOLLOWING REQUIRED ITEMS:

- Responses to supplemental questions
- Detailed resume

Applications that do not include all required items are incomplete and will not be considered.

VIEW JOB DESCRIPTIONS AT:

www.governmentjobs.com/careers/cityofgilroy/classspecs

APPLY AT:

www.CityOfGilroy.org/jobs

QUALIFICATIONS

- Graduation from high school or the equivalent (i.e. GED).
- Two and one-half years of work experience with a public safety agency performing 911 dispatching functions utilizing a computer-aided dispatching system.
- Successful completion of the City of Gilroy's Public Safety Communicator training program while hired as a Public Safety Communicator Trainee can substitute for up to two years of the required experience noted above in #2.
- Possession of a State of California P.O.S.T. Dispatching Certificate or must obtain certification within one year of hire.
- Computer keyboarding at the rate of 35 net words per minute.
- Possess and maintain a valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
- Pass a post-offer psychological evaluation and a medical examination, which includes a drug test.
- Pass a P.O.S.T. background investigation, which includes a polygraph examination, an extensive Department of Justice criminal record check, and an FBI clearance.
- Prefer non-tobacco user.
- Prefer bilingual (English/Spanish).
- Must be willing to work weekends, various shifts, and holidays.



MOU REPRESENTATION: AFSCME General Unit

BENEFITS OFFERED:

May vary based on position and MOU. See more at information at: www.cityofgilroy.org/164/Benefit-Summaries

- Medical, dental, and vision
- Vacation leave, sick leave, and other paid time off
- CalPERS retirement pension plan
- Flexible spending accounts
- Pre-tax deferred compensation plans
- City-paid life and long-term disability insurance, and employee assistance program
- Commuter benefit program

IMPORTANT INFORMATION:

Prior to appointment and given at the City's expense, final candidates are required to pass an employment background check, State of California Department of Justice criminal records check, and as applicable: medical evaluation and drug screen.

If special accommodations are necessary at any stage of the selection process, please contact Human Resources.

Human Resources can be reached at:
(408) 846-0228

Apply at www.CityOfGilroy.org/jobs