

CITY OF GILROY IS HIRING

PUBLIC SAFETY COMMUNICATOR – TRAINEE

Police Department

\$5,782.00 - \$7,220.92 monthly

ABOUT THE POSITION

The City of Gilroy is recruiting for the position Public Safety Communicator Trainee in the Police Department. The Public Safety Communicator Trainee position is a full-time, at-will position trained to become a Public Safety Communicator for the Gilroy Police Department. 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 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.
- Multi-task proficiently within a short period of time.
- Be proficient with computers and with the use of software and technology.
- Be able to successfully complete the Public Safety Communicator Trainee training program in a 6-12 month time period.
- Be able to study and memorize codes, personnel, and geographic of the community to effectively dispatch accurate information to those working in the field.
- Have participated in "sit-alongs" with a Communications or Dispatch department, preferably with the City of Gilroy Police Department.
- Have a willingness to learn and improve on service skills and be receptive of constructive feedback.

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

Apply at www.CityOfGilroy.org/jobs



APPLICATION DEADLINE

Only completed applications will be reviewed.

**First review of application packets -
Monday, April 5, 2021**

**Second review of application packets -
Monday, May 10, 2021**

**Final closing date - Friday, May 28, 2021
at 5:00 p.m.**

ORAL BOARD INTERVIEWS

They may be scheduled 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
- P.O.S.T. Dispatcher Test T-Score of 48 or higher, dated within one year.
- A Critical Pre-Employment Test score result of 73 percent or higher, dated within one year.

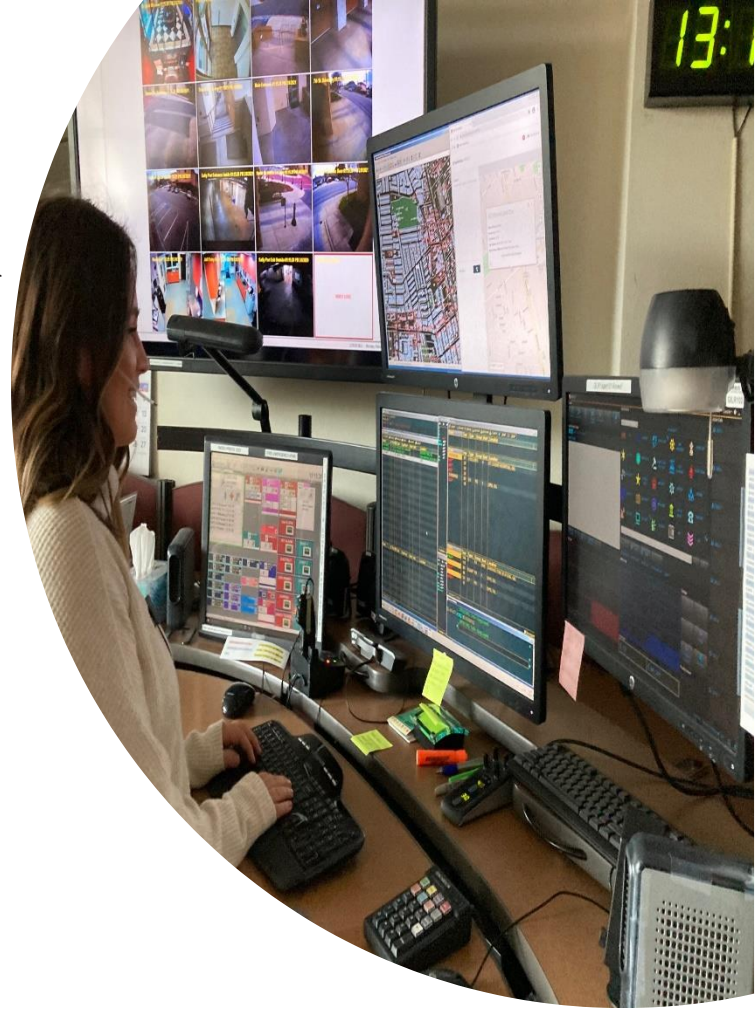
Applications that do not include all required items are incomplete and will not be considered.

**VIEW JOB DESCRIPTIONS AT:
www.CityOfGilroy.org/jobs**



QUALIFICATIONS

- Graduation from high school or the equivalent (ie. GED).
- Prior 911 dispatching experience is not required. Any prior work experience or volunteer experience with a public safety agency is helpful.
- Must successfully complete the City of Gilroy Public Safety Communicator training program in six to twelve months from date of hire.
- Must obtain a State of California POST Dispatching Certificate within one year from date 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 POST 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.



Supplemental Information

POST Dispatcher Test Dates and Registration

Test dates and registration is available at <http://sbrpstc-dispatch-tests.eventbrite.com/>. *It takes up to 10 business days to receive results.*

CritiCall Test Dates and Registration

Test dates and registration is available at <https://www.eventbrite.com/o/criticall-exams-12070276604>. Results are available immediately at the completion of the test.

For more detailed information about testing visit the job posting located at www.cityofgilroy.org/jobs.



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

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