

City of Suisun City is an equal opportunity employer



## PUBLIC SAFETY DISPATCHER I/II

\$24.65 – \$32.08/Hour DOQ

Plus: \$4/hour Premium Pay & Excellent Benefits!

*Continuous Recruitment*

*Positions in the Public Safety Dispatcher I/II classification series are funded by the City's General Fund, allocated to the Police Department Budget.*

### **SPECIAL PAY INCENTIVES:**

- **PREMIUM PAY** – An additional \$4/hour for all dispatch personnel, paid through June 30, 2023.

### **COMMUNITY**

Located nearly halfway between San Francisco and Sacramento, Suisun City is a hidden gem of the Bay Area. Suisun City is accessible from Interstate 80 via Highway 12 and Amtrak's Capitol Corridor commuter rail stop at the Train Depot, right to the heart of the City's historic Waterfront District, making it a prime location for job seekers as well as homeowners. The community is a unique destination for a Bay Area day trip, an overnight getaway or a place to work, particularly with its reverse commute for inner Bay Area residents. Residents of this mostly bedroom community take great pride in their full-service public safety services provided by the Police and Fire Departments.

**THE DEPARTMENT:** The Suisun City Police Department is a progressive and proactive law enforcement agency. As a result of its proximity to neighboring jurisdictions, the employees of the Suisun City Police Department remain extremely busy as they address the needs of the community. Candidates interested in testing for this position must be prepared to take on the challenges of a fast-paced work environment serving both the Police and Fire Departments.

**THE POSITION:** Under supervision (Public Safety Dispatcher I) or general supervision (Public Safety Dispatcher II) the incumbent performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency public safety assistance; dispatches appropriate units and coordinates response of emergency personnel; maintains, processes, and distributes police records; operates a variety of telecommunications equipment, including radio, telephone, and CAD systems; and performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities.

**IDEAL CANDIDATE:** Candidates that are successful in this position demonstrate a strong commitment to public service and customer service, possess the qualities required to deliver the highest level of service with honor and integrity, possess excellent judgment and decision-making skills, and have a desire to work in a fast-paced environment.

### **ESSENTIAL JOB FUNCTIONS**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- Receives, classifies, and prioritizes all incoming emergency calls for service to the dispatch center including 911 calls and business line calls received from citizens requesting service or information; operates a variety of public safety communications equipment including 911 emergency telephone equipment, computer aided dispatch systems, and multi-channel radio systems; dispatches police and fire units and personnel.
- Performs a variety of duties involved in police records operations including disseminating, maintaining confidentiality, evaluating, copying, and filing police records and reports; processes and distributes arrest reports to the District Attorney,

juvenile probation offices, and courts in a timely manner; ensures that information is released in accordance with related laws and Police Department policies.

- Evaluates response necessary as dictated by a given request for service; determines nature, location, and priority of calls; operates computer aided dispatch system to create calls for service within response criteria guidelines; assigns and dispatches appropriate police, fire, or other emergency vehicles, equipment, and personnel in accordance with policies and procedures; transfers calls to other appropriate agency in accordance with established procedures; obtains and dispatches other support services as necessary.

#### **Public Safety Dispatcher I – Education/Training/Experience**

- High School Diploma or equivalent.
- Two years of increasingly responsible clerical experience that includes customer service in an environment with frequent interruptions.

#### **Public Safety Dispatcher II – Education/Training/Experience**

- High School Diploma or equivalent.
- One year of experience comparable to that of Public Safety Dispatcher I with the City of Suisun City.
- Successful completion of the Basic Dispatcher Course.
- Possession of a valid POST Dispatcher Certificate.

#### **Desirable Qualifications:**

- A typing certificate showing a minimum speed of 50 wpm from an accredited testing agency.
- A documented T-score (50 or higher) from a dispatcher training program or certificate of completion.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT:** *The conditions outlined in the class specifications for Public Safety Dispatcher I/II are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**SPECIAL PAY INCENTIVES:** *Details on special pay incentives can be found in the Suisun City Employees' Association Memorandum of Understanding (SCEA MOU 21-23).*

#### **BENEFITS:**

- **Retirement** – Employees who are considered New Member to CalPERS will have the benefit formula of 2% at 62, highest three-year average final compensation in accordance with PEPRA legislation. For employees who are considered "Classic" CalPERS members, the benefit formula is 2% at 55 with single highest year final average compensation.
- **Health, Vision and Dental Insurance** – City-paid medical coverage up to current CalPERS Kaiser Family rate applicable to selection of medical plans. Employees with other group medical coverage may be eligible for an in-lieu cash payment of \$500 or \$700 depending on coverage level; the City offers Delta Dental and VSP insurance with the premiums paid by the employee.
- **Life Insurance** – City pays for \$200,000 of Basic Life Insurance coverage.
- **Time Off/Holidays** – Vacation is accrued initially at the rate of ten days per year with amounts increasing over time; the City observes eleven (11) paid holidays and two (2) floating holidays per year.
- **Deferred Compensation** – Voluntary contribution to the 457 Plan. City match up to \$100 per pay period.
- **Uniform Allowance** – City provides annual uniform allowance.
- **Social Security/Medicare** – City does not participate in Social Security; City withholds for Medicare.

**APPLICATION/SELECTION PROCEDURE:** The City of Suisun City utilizes CalOpps.org to accept and process employment applications. To access the online application, please go to [www.Suisun.com/careers](http://www.Suisun.com/careers) and select the appropriate link. Resumes will not be accepted in lieu of the City's official application form but should accompany the application. All applications and resumes will be reviewed to select those applicants whose qualifications appear to most closely match the requirements of the position. A limited number of the most highly qualified applicants may be invited to participate in the subsequent phase(s) of the recruitment process, which may include one or more of the following: written examination, performance examination, assessment exercises, oral interviews, and complete background checks. Meeting the minimum qualifications does not guarantee advancement in the selection process.

**COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT (ADA):** With prior notice to the Personnel Department regarding testing or job performance modifications, the City will make reasonable accommodations for qualified applicants and employees with disabilities. Disabled individuals requiring accommodation during the application/hiring process should notify the personnel office.

**IMMIGRATION REFORM & CONTROL ACT:** In accordance with the Immigration Reform and Control Act of 1986, all potential employees will be required to provide proof of United States Citizenship or authorization to work in the United States. The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice.