

City of Suisun City is an equal opportunity employer



Suisun City, California



PUBLIC SAFETY DISPATCHER I/II-I

\$22.93 - \$27.87

Plus excellent benefits (i.e. City-paid Health up to Kaiser Family Rate)

Open Continuous

Oral Board Examination scheduled as necessary

THE 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 men and women 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 direct 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 - ESSENTIAL JOB FUNCTIONS

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

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

QUALIFICATIONS, EDUCATION & EXPERIENCE GUIDELINES

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties. Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Public Safety Dispatcher I

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course within specified time period.

Experience: Two years of increasingly responsible clerical experience that includes customer service in an environment with frequent interruptions.

License or Certificate: Documented T-score (50 or higher) from a dispatcher training program or certificate of completion is desirable. A typing certificate from an accredited testing agency is required.

Public Safety Dispatcher II

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course within specified time period.

Experience: One year experience comparable to that of a Public Safety Dispatcher I with the City of Suisun City.

License or Certificate: Possession of, or ability to obtain, an appropriate, valid P.O.S.T. Dispatcher Certificate.

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.

BENEFITS:

The benefit package includes: Individual selection of medical, vision and dental insurance options up to a set dollar amount. City-paid medical coverage up to current CalPERS Kaiser Permanente Family rate applicable to selection of medical plans. Employees demonstrating coverage by another insurance plan may be eligible for an in-lieu cash payment up to \$500 per month for Employee only; \$700 per month for Employee plus dependent. City-paid life insurance of \$200,000. California Public Employees Retirement System (CalPERS) retirement of 2% @ 55 for Classic Employees (City pays employee contribution in full), or 2% @ 62 for new employees subject to the California Public Employees' Pension Reform Act of 2013. The City offers IRS Section 125 benefits plan for dependent care and health care reimbursement accounts. City-paid Employee Assistance Program. Access to Deferred Compensation Plan with City match up to \$100 per pay period. Annual uniform allowance of \$500. Education reimbursement up to \$1,000 per year. 3% education incentive pay for college degree. City does not participate in Social Security. In accordance with federal law, City withholds for Medicare.

Leave Benefits include: 80 hours paid annual vacation leave for first five years of service, 120 hours after 5 years, 144 hours after 10 years, 160 hours after 15 years, and 184 hours after 19 years; 96 hours sick leave per year; and 4 hours Holiday Leave accrual per pay period (equivalent to 13 paid annual holidays).

This position is represented by the Suisun City Employees Association.

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 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.