



County of Santa Clara

Supervising Communications Dispatcher

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|---------------------------|---|---------------------|----------------------------------|
| SALARY | \$71.27 - \$86.64 Hourly \$5,701.44 - \$6,930.88 Biweekly \$12,353.12 - \$15,016.91 Monthly \$148,237.44 - \$180,202.88 Annually | LOCATION | San Jose Metropolitan Area, CA |
| JOB TYPE | Full-Time | JOB NUMBER | 25-G91-A |
| DEPARTMENT | Communications | DIVISION | Communications Dispatching/Admin |
| OPENING DATE | 05/12/2025 | CLOSING DATE | 6/8/2025 11:59 PM Pacific |
| BARGAINING UNIT 92 | | | |

Description

Under direction, provides direct shift supervision in dispatching emergency law enforcement, fire, medical, and other public safety personnel and equipment maintained by the County's Public Safety Communications Center; to operate various complex communications equipment.

This is a Peace Officer Standards and Training (POST) position. Candidates must successfully pass a complete background investigation including fingerprints, polygraph, psychological and medical examinations. Applicants with a felony conviction and/or a conviction outside of California that would be considered a felony in this state will be disqualified. Current dispatchers with County Communications do not need to undergo a background.

Typical Tasks

- Supervises employees receiving incoming emergency and non-emergency calls and transmission of radio traffic in response to complaints and inquiries from the public and from law enforcement, fire, medical and other agencies;
- Observes and inspects the work of Communications Dispatchers on a shift;
- Insures training of all lower level Communications Dispatchers in 9-1-1 call answering and dispatching service to all functional areas;
- Determines priority in cases where two agencies wish to utilize resources at the same time;
- Ensures that standard operational procedures are followed;
- Reports the need for repair of radio and other communications equipment;
- Ensures that off duty personnel are called in response to emergencies and the delivery of critical public safety services;
- Maintains records and prepares detailed reports on shift activities and performance;
- Maintains knowledge of the cities, highways, main streets, major buildings and geography of Santa Clara County;
- Operates two-way radio, telephone and other related equipment commonly used in public safety dispatching;
- May be assigned as a Disaster Service Worker, as required;

- Performs related work as required.

Employment Standards

Sufficient communications dispatching experience that demonstrates the possession and application of knowledge and abilities listed below.

Training and Experience Note: The knowledge and abilities required to perform this function are normally acquired by one (1) year of work experience equivalent to a Senior Communications Dispatcher with Santa Clara County or one (1) year experience as lead communications or public safety dispatcher in another public safety communications center.

Special Requirements

Possession of the California Basic Certificate from Peace Officers Standards and Training for Public Safety Dispatchers within the probationary period.

Knowledge of:

- Thorough knowledge of methods, policies, procedures and operations of public safety communications center;
- Public safety communications as it relates to the operation of radio, telephone and other complex equipment;
- The regulations of the Federal Communications Commission regarding radio telephone operation;
- Supervisory practices and techniques.

Ability to:

- Rapidly acquire a thorough knowledge of methods, policies, procedures and operations of Santa Clara County's Public Safety Communications Center;
- Learn law, fire and medical (Tri-Community) dispatch operations within the probationary period.
- Learn cities, highways, main streets, major buildings and geography of Santa Clara County;
- Provide supervision over Communications Dispatchers on an assigned shift;
- Manage the accurate dispatch of public safety personnel and equipment in a quick and efficient manner;
- Ensure subordinate staff operate computer aided dispatch (CAD), radio, telephone and other communication systems appropriately;
- React quickly, efficiently and calmly under emergency situations and implement an effective course of action;
- Train and instruct subordinate employees;
- Interpret rules and regulations to others;
- Prepare written reports;
- Ensure oral and written directions are carried out;
- Supervise and evaluate the work of others;
- Make assignments as workload needs dictate;
- React quickly and calmly in emergency situations;
- Write and speak clearly and concisely in English;
- Use a keyboard with moderate speed and a high level of accuracy;
- Work on Saturdays, Sundays, holidays and at odd or irregular hours.

Employer

County of Santa Clara

Address

70 W. Hedding Street
8th Floor, East Wing
San Jose, California, 95110

Phone

(408) 299-6816

Website

<http://www.sccjobs.org/>

Supervising Communications Dispatcher Supplemental Questionnaire

*QUESTION 1

Please answer the following questions. Completion of the following supplemental questions is **REQUIRED** and is an integral part of the evaluation process. Initially, it will be used to determine minimum qualifications. For those applicants meeting the employment standards, this information will be critical in the subsequent competitive assessment to identify those candidates to be invited to continue in the examination process. Your responses to the questions may also be reviewed and scored in a Competitive Rating evaluation process based on pre-determined rating criteria. Your answers should be as complete as possible, as no additional information will be accepted from applicants once the Competitive Rating evaluation has begun. A response of "see resume" or "see application" will deem your application incomplete.

Include a detailed description of your work experience in the following format for EACH employer referenced, in each answer:

- a) Employer name(s)
- b) Job title(s)
- c) Start/end dates of employment
- d) Total hours worked per week
- e) Description of task(s) performed

Do you understand the requirement to provide complete answers in order to determine relevant experience for each area in question?

- ☐ Yes
- ☐ No

*QUESTION 2

What is the highest level of education you have completed?

- ☐ High School or GED equivalent
- ☐ College (1 to 29 semester units / 1 to 44 quarter units)
- ☐ College (30 to 59 semester units / 45 to 89 quarter units)
- ☐ College (60 to 89 semester units / 90 to 134 quarter units)
- ☐ College (90 to 119 semester units / 135 to 179 quarter units)
- ☐ College (120 or more semester units / 180 or more quarter units)
- ☐ Associate's Degree
- ☐ Bachelor's Degree
- ☐ Master's Degree
- ☐ Doctoral Degree
- ☐ None of the above

*QUESTION 3

How many years of work experience do you possess equivalent to a Senior Communications Dispatcher with Santa Clara County? Include work out of classification (WOOC) assignments as a Senior Communications Dispatcher, if applicable. [Click here to view the Senior Communications Dispatcher Job Specification.](#)

- ☐ Less than one year

- ☐ One to less than two years
- ☐ Two to less than three years
- ☐ Three to less than four years
- ☐ Four to less than five years
- ☐ Five years or more
- ☐ No experience

*QUESTION 4

Describe your work experience as a Senior Communications Dispatcher and/or your WOOC experience as a Senior Communications Dispatcher with Santa Clara County. REQUIRED: In your response include the name of your employer(s), your position title(s), dates of employment (month/year to month/year), and number of hours worked per week. If you do not have relevant experience, enter "N/A".

*QUESTION 5

How many years of work experience do you possess as a lead communications or public safety dispatcher in a public safety communications center?

- ☐ Less than one year
- ☐ One to less than two years
- ☐ Two to less than three years
- ☐ Three to less than four years
- ☐ Four to less than five years
- ☐ Five years of more
- ☐ No experience

*QUESTION 6

Describe your experience as a lead communications or public safety dispatcher in a public safety communications center. REQUIRED: In your response, include the name of your employer(s), your position title(s), dates of employment (month/year to month/year), and number of hours worked per week. If you do not have relevant experience, enter "N/A".

*QUESTION 7

Indicate the number of years of experience you have as a Communications Training Officer in a public safety communications center.

- ☐ Less than one year
- ☐ One to less than two years
- ☐ Two to less than three years
- ☐ Three to less than four years
- ☐ Four to less than five years
- ☐ Five or more years
- ☐ No experience

*QUESTION 8

Describe your experience as a Communications Training Officer in a public safety communications center. REQUIRED: In your response, include the name of your employer(s), your position title(s), dates of employment (month/year to month/year), and number of hours worked per week. If you do not have relevant experience, enter "N/A".

***QUESTION 9**

Have you successfully completed the California POST Public Safety Dispatcher Basic Course and obtained the corresponding Basic Certificate?

- ☐ Yes
- ☐ No

***QUESTION 10**

Have you successfully completed training and obtained certification in emergency dispatch protocols through Priority Dispatch or an equivalent provider? Select the option that best applies to you.

- ☐ Yes, I have successfully completed training and hold all three certifications: Emergency Police Dispatch (EPD), Emergency Medical Dispatch (EMD), and Emergency Fire Dispatch (EFD)
- ☐ Yes, I have successfully completed training and hold one or two of the certifications
- ☐ No, I have not yet completed training nor hold any of these certifications

***QUESTION 11**

If you answered "Yes, I have successfully completed training and hold one or two of the certifications" in the previous question, please check all that apply.

- ☐ Emergency Police Dispatch (EPD) or equivalent
- ☐ Emergency Medical Dispatch (EMD) or equivalent
- ☐ Emergency Fire Dispatch (EFD) or equivalent
- ☐ I have successfully completed training and hold all three certifications: Emergency Police Dispatch (EPD), Emergency Medical Dispatch (EMD), and Emergency Fire Dispatch (EFD)
- ☐ No, I have not yet completed training nor hold any of these certifications

***QUESTION 12**

For each certification you selected in the previous question, please list certification name (e.g., Priority Dispatch, APCO, etc.), date of certification, and any relevant details (e.g., in progress, expired, renewal scheduled)

***QUESTION 13**

This position may require working overtime. Are you willing to work overtime?

- ☐ Yes
- ☐ No

* Required Question