



We invite applications for the position of:
PUBLIC SAFETY DISPATCHER I/II
Public Safety Dispatcher I - \$71,426 to \$86,799 Annually
Public Safety Dispatcher II - \$79,657 to \$96,806 Annually

“This job can be fast-paced or slow, stressful or calm, emotional or impassive - no day is the same. But the one thing that remains constant is that every day you can go home feeling like you’ve accomplished something and possibly made a difference in somebody’s life. Doing this job, and working so closely with this tight-knit group of people, has been an incredibly rewarding experience.” -J. Santos,
Lead Public Safety Dispatcher

About This Role

We are a dedicated team of professionals committed to providing excellent service to the community we serve, and we want you to join us! We want highly motivated, flexible, mature, and responsible individuals to join the Police Department for the position of Public Safety Dispatcher I/II with the City of Mountain View. You will join a fast-paced, team oriented environment, perform emergency communications dispatch and provide critical emergency services.

Over 60,000 calls for service are processed through the Mountain View Emergency Communications Center every year. Types of calls vary from 9-1-1 emergencies, burglary reports or medical aide. Emotional states of callers can range from calm to hysterical. As a public safety communication professional, you are directly responsible for the citizens' ability to receive the help they request from EMS, Police or Fire Department Personnel. This position requires a strong commitment to public service as the communications unit is staffed 24 hours a day, 7 days a week. Working varying shifts, nights, weekends, holidays, and alternate work schedules may be required on short notice.

What You Bring:

Public Safety Dispatcher I

- One year of customer service experience
- Equivalent to the completion of the 12th grade
- Ability to type 35 (net) words per minute
- Completion of the CritiCall Exam
- Possession of a California Class C driver license at the time of appointment

Public Safety Dispatcher II/Lateral

- One year of experience as a public safety dispatcher
- Equivalent to the completion of the 12th grade
- Ability to type 35 (net) words per minute
- Possession of the P.O.S.T Certified Basic Police Dispatcher’s Certificate
- Possession of a California Class C driver license at the time of appointment

Who You Are

- You remain calm in stressful situations while projecting a professional demeanor.
- You have a strong work ethic along with excellent interpersonal and customer service skills.
- You exercise good judgment and make sound decisions in emergency situations.
- You have the ability to focus and be fully present while working on multiple assignments.
- You are able to build and maintain positive relationships with co-workers and supervisors.
- You are able to anticipate and adapt to fluctuating workloads.

What You’ll Do

- Operate a computer-aided dispatch (CAD) system and relay information by means of face-to-face contact, telephone, radio and/or data terminals.
- Make rapid determination of the nature of each call and the degree, severity, and location of any emergency.
- Answer telephone calls promptly and courteously and elicit pertinent information from callers.
- Select and dispatch emergency response units and monitor field personnel and dispatch assistance as required.

What We Offer

- Comprehensive benefits package including generous paid leave and health benefits.
- CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members; 10.5% for new members to CalPERS with no Social Security deduction.

- Opportunity to utilize \$2,000 in tuition reimbursement for education advancement annually, with an additional one time opportunity for up to \$20,000 for the completion of a work related Bachelor's or Master's degree.
- Employee appreciation events throughout the year.
- Wellness culture including access to an employee gym and incentive pay for participation in the City's wellness program.

Are You Ready? Apply.

Submit the following materials online at www.calopps.org or to the Human Resources Division, City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Application materials will be screened on a continuous basis with a first application review date of **Tuesday, May 31st, 2016**. All documents **must** be submitted to have your application be considered:

- City of Mountain View Application
- Typing Certificate from an approved local agency
- Passing CritiCall Exam Score (from within the last 12 months) if applying for Public Safety Dispatcher I

Helpful links:

- Dates and times for the CritiCall exam can be found at <http://www.theacademy.ca.gov/dispatch>
- Examples of approved local agencies who can verify your typing speed can be found at www.mountainview.gov/jobs (scroll down the page and click on the link in the Typing Certificates section)

Interview Process

Candidates with the most relevant qualifications will be invited to the following process:

- Skype interviews (qualifying/non-qualifying). Depending on the number of candidates, the first round of interviews may be conducted via Skype.
- Oral board interviews (weighted 100%)
- Select candidates who pass the oral board interview will be invited to interview with Police Department staff. The department interview allows for a more in-depth discussion regarding the Public Safety Dispatcher I/II position and the qualifications for the position.

Depending on the number of applications, the above process may be altered.

Fine Print

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

Prior to hire, candidates will be required to successfully complete an extensive pre-employment process, including a psychological exam, polygraph, medical/hearing exam, employment verification and a Department of Justice (DOJ) fingerprint check. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.

**CITY OF MOUNTAIN VIEW
PUBLIC SAFETY DISPATCHER I/II
SUPPLEMENTAL QUESTIONNAIRE**

Pre-Qualifying Questionnaire: In order for your application to be considered for this position, you must submit a typing certificate from a junior college, business school, vocational training center, employment agency, or other related agency verifying a typing speed of 35 (net) words per minute. Do you have your typing certificate ready to attach to your City of Mountain View application?

- Yes
 No

Supplemental Questionnaire: Please indicate which statements best communicate your response:

1. If applying for Public Safety Dispatcher I, I acknowledge that I am required to attach my passing CritiCall Exam Score with my application and that not attaching it will deem my application incomplete and I will be automatically disqualified from consideration. A passing CritiCall exam score is attached.

- Yes
 No
 Not Applicable

2. Have you ever completed, or are you currently enrolled in a P.O.S.T. communications course?

- Not enrolled in P.O.S.T. Basic Police Dispatcher's course
 Currently enrolled in P.O.S.T. Basic Police Dispatcher's course
 Successfully completed in P.O.S.T. Basic Police Dispatcher's course