



# City of Newark

## *Position Announcement*

# Public Safety Dispatcher

## Regular Part-Time (35 hours/week)

**OPENING DATE: 05/21/2014**

**CLOSING DATE: APPLY IMMEDIATELY.** Applications are being accepted continuously. They will be accepted until all positions have been filled. May close at any time. **Apply on-line at [www.CalOpps.org](http://www.CalOpps.org).**

### **THE POSITION**

Under general supervision, the **Public Safety Dispatcher** receives emergency and non-emergency calls for service and dispatches police and fire units or other public safety personnel; performs data entry and other clerical duties; and performs related work as assigned. Essential duties include:

- Receive and screen emergency and non-emergency telephone and radio calls; Question callers who may be hysterical, injured, or angry to obtain information necessary to dispatch proper response; Determine priority of calls for service and dispatch appropriate units for response;
- Receive information, questions and requests for service from the public by telephone and over the public counter; Answer questions and requests for information and make referrals;
- Provide radio assistance and information to Police Officers; Coordinate emergency response with other law enforcement agencies and emergency services;
- Record, classify, and maintain records of all communications; Operate computer terminal to access a variety of police information;
- Train officers, dispatchers, police aides, and other staff on proper radio procedures and available computer functions; Perform minor routine upkeep and maintenance of communications equipment;
- Perform a variety of other duties in support of public safety information and communications functions.
- Perform clerical and records related tasks as needed.

**The current recruitment is for the RPT 35 hours per week position. There may be movement to a full-time position in the future.**

### **THE IDEAL CANDIDATE WILL POSSESS**

Knowledge of:

- Basic law enforcement terminology, rules and procedures.
- Modern office methods and procedures, equipment and filing systems

Ability/ Skill to:

- Communicate effectively with callers who may be injured, hysterical or angry, and from a variety of socio-economic backgrounds.
- Quickly and accurately read and analyze computer responses from a variety of systems to gather necessary information.
- Rapidly learn policies and procedures related to the work.

- Learn the principles and techniques of radio communication and record keeping.
- Learn the formats used in handling information for a variety of law enforcement communication networks.
- Learn criteria to determine an emergency or non-emergency.
- Learn to operate a computer-aided dispatch (CAD) system.
- Coordinate the work and track the status and location of law enforcement personnel in the field at all times.
- Act with resourcefulness, courtesy and initiative.
- Work accurately under pressure, exercise good judgment, and make sound decisions in emergency situations.
- Take facts and apply established procedures to the solution of problem situations.
- Learn pertinent codes, public record acts, and penal code sections.
- Courteously receive requests and complaints, answer questions, and make referrals.
- Learn the geography of the City of Newark.
- Maintain neat and accurate records;
- Understand and carry out verbal and written instructions.
- Establish and maintain cooperative working relationships.
- Operate a variety of communications and office equipment.
- Type a minimum of 35 wpm.
- Perform multiple tasks at same time.

## QUALIFICATIONS

**Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:**

- **A high school diploma or G.E.D; and**
- **Two years clerical, administrative, or dispatching experience.**
- Experience in emergency dispatching, law enforcement, or emergency-related services is highly desirable
- **Entry Level Applicants must submit one of the following:**
  - Verification of successful completion of the P.O.S.T Dispatcher Academy **OR**
  - The successful completion of the P.O.S.T. Entry- Level Dispatch Selection Test Battery examination. If submitting the examination results, the applicant must have a “T-Score” of 55 or higher to be considered for this exam. This certification may be obtained through the South Bay Regional Public Safety Training Consortium. You may contact them at 408-270-6458 or at [www.TheAcademy.ca.gov](http://www.TheAcademy.ca.gov) to schedule a date and time to take the exam. You may also submit “T- Score” documentation from another California Public Agency. The certification of the examination must be dated within 11 months of the posting of this job announcement.
- **Lateral Applicants must submit documentation of one of the following:**
  - Possession of a valid State of California Peace Officer Standards and Training (P.O.S.T.) Dispatcher Basic Certificate, **OR**
  - Currently working as a public safety dispatcher, and can show proof of successful completion of the agency-specific dispatcher training program; **OR**
  - Have worked as a public safety dispatcher within one year of application, and can show

- proof of successful completion of the agency-specific dispatcher training program.
- Willingness and ability to work rotating shifts, including weekends and holidays, and irregular duty assignments.
  - Interest in law enforcement work
  - Satisfactory record as a law-abiding citizen.
  - Poise; alertness; keenness of observation; firmness; tact; reliability; good judgment; and a state of physical and mental health consistent with the ability to perform assigned duties.

## **SUPPLEMENTAL QUESTIONS**

1. Each applicant must complete the supplemental questions as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included within the application?  
Yes  
No
2. Which best describes your highest level of education?  
Did not graduate high school or have equivalent education  
High school Graduate or GED  
Some college  
Associate's Degree  
Bachelor's Degree  
Master's Degree
3. How many years of clerical, administrative, or dispatching experience do you have?  
0 to less than 2 years  
2 years to less than 4 years  
4 years to less than 6 years  
6 years or more
4. How many years of experience in emergency dispatching, law enforcement, or emergency-related services do you have?  
0 to less than 1 year  
1 year to less than 2 years  
2 years to less than 4 years  
4 years or more

## HOW TO APPLY

If you are interested in this career opportunity, please review this job announcement in detail then attach and submit the following required items.

- Application; and
- Response to Supplemental Questions; and
- Resume; and
- Dispatcher Academy Certificate OR
- T-Score documentation OR
- P.O.S.T. Dispatcher Basic Certificate OR
- Proof of successful completion of the agency-specific dispatcher training program.

You may apply online at [www.CalOpps.org](http://www.CalOpps.org) or by submitting the required items to the City of Newark Human Resources Department, 37101 Newark Blvd, Newark, CA 94560 or via email to [HR@Newark.org](mailto:HR@Newark.org).

Applications are available at [www.newark.org](http://www.newark.org) or in the Human Resources Department.

***IMPORTANT: Please be sure to fill out the required City application completely, including all relevant work experience. Applications with "See Resume" as a substitution for the work experience description and/or unclear past employment information will not be considered. Applications without the Supplemental Questionnaire will not be considered. Applications without the proper testing or experience documentation will not be considered.***

## SELECTION PROCESS

The selection process will consist of a review of applications to determine those applicants who are best qualified. The best qualified candidates will be invited to continue in the selection process which may include an oral board exam and a data entry skills test. Candidates will be notified by email or phone regarding the exam date, time, & location.

We will make reasonable efforts in the selection process to accommodate persons with disabilities. Please contact Christina Gendreau, Human Resources Technician, at 510-578-4388 for accommodation requests.

Prior to receiving a conditional offer of employment, the candidate will be required to successfully complete fingerprinting and a background investigation, which will include a polygraph. Upon receiving a conditional offer of employment, the applicant will be required to complete a psychological evaluation and a City-paid pre-employment medical examination to include testing for the presence of drugs and alcohol. Applicants must be successful in all phases of the selection process to be considered for the position.

In accordance with the Immigration Reform and Control Act, all potential employees are required to provide proof of U.S. Citizenship or authorization to work in the United States. All new employees are required by law to sign a loyalty oath.

All government employees are disaster service workers as defined by California Government Code Section 3100. In addition to everyday duties, employees have the added responsibility of helping throughout any disaster.

## COMPENSATION & BENEFITS

### **\$35.54 - \$43.21 per hour total compensation**

This is a “fully compensated” salary from which employees may elect to purchase benefits at group rates. In addition, the City will contribute \$119 a month towards the cost of the 2014 CalPERS medical plan premiums. The total compensation package provides flexibility for purchasing medical insurance at CalPERS group rates for employees without medical insurance. Employees with medical insurance have the option to forgo the additional cost of double coverage. In addition to medical insurance, employees may choose to purchase:

- Dental insurance (Delta Dental or Delta Care)
- Long-term &/or short-term disability insurance
- Vision coverage (EyeMed)

**Additional Compensation** - In consideration of rising medical insurance premium costs, an additional \$110 monthly payment of non-PERSable money will be provided for each regular, full-time employee from January 1, 2014 through June 30, 2015.

**Bargaining unit** – Newark Police Association (NPA)

**Retirement** - CalPERS 2.5% @ 55 for Classic members or 2.0% @ 62 for New PEPRA Members. In Fiscal Year 2013-2014, Classic members contribute 10.971% (8% of the Employee Share and 2.971% of the Employer Share). PEPRA members contribute 9.221% (6.25% of the Employee Share and 2.971% of the Employer Share). The City does not participate in Social Security except for the 1.45% required Medicare contribution; therefore, earnings from this job are not covered under Social Security. When you retire you may receive a pension based on earnings from this job. If you do, your pension may affect the amount of Social Security benefits you may receive. For more information go to [www.socialsecurity.gov/form1945](http://www.socialsecurity.gov/form1945).

**Holidays** – 4.375% Holiday-In-Lieu pay. (5% in-lieu pay is prorated for Regular Part-time (RPT) employees)

**Vacation Leave** – 5.0 - 12.5 hours per month, depending upon years of service. (Prorated for RPT employees)

**Sick Leave** – 7 hours per month. (8 hours per month is prorated for RPT employees)

**Health and Fitness** - Free use of the Silliman Activity & Family Aquatic Center.

## NEWARK COMMUNITY

The City of Newark is located in Southern Alameda County at the east end of the Dumbarton Bridge, 30 miles south of Oakland and 15 miles north of San Jose. Newark was incorporated as a General Law City in 1955 and has a Council/Manager form of government. Newark’s population is approximately 44,380, with an encompassed area of approximately 13 square miles. Newark enjoys Bay Area benefits while maintaining a small town atmosphere. Please visit our website at [www.newark.org](http://www.newark.org) & take a Video TourBook of Newark, CA

## **POLICE DEPARTMENT**

**MISSION:** To be creative, innovative, and proactive while providing exceptional police services in partnership with our community.

**VISION:** Excellence in public safety services

**VALUES:** The Newark Police Department is entrusted to perform a critical community service - Law Enforcement. As members of the Newark Police Department, we understand that our decisions and actions must meet the most demanding ethical standards. We shall commit to the highest levels of personal and professional conduct by adhering to these five core values:

- **Honor**
- **Integrity**
- **Professionalism**
- **Commitment**
- **Leadership**