



CITY OF FAIRFIELD
invites applications for the position of:
**Dispatcher II - Lateral
(Experience Required)**

An Equal Opportunity Employer

SALARY: \$28.43 - \$34.55 Hourly
\$2,274.40 - \$2,764.00 Biweekly
\$4,927.87 - \$5,988.67 Monthly
\$59,134.40 - \$71,864.00 Annually

OPENING DATE: 01/05/17

CLOSING DATE: Continuous

DESCRIPTION:

***** **NEW HIRING INCENTIVE PROGRAM THROUGH JUNE 30, 2019** *****

Dispatcher IIs are eligible for a hiring bonus of up to \$10,000. The hiring bonus shall be paid as follows:

- \$2,500 at time of hire
- \$2,500 upon successful completion of probationary period
- \$2,500 upon successful completion of 2nd year of service
- \$2,500 upon successful completion of 3rd year of service

This position is represented by Fairfield Employees' Association (FEA) and receives an excellent benefits package, including:

- Scheduled salary increases of 4% in the first full pay periods of July 2018, July 2019, and July 2020.
- Generous contributions to medical, dental and vision plans.
- In addition to vacation and sick leave accruals, 32 hours of personal leave annually, which is 100% cashable.

To receive emergency and non-emergency calls and act as a liaison between the members of the community, other agencies, department personnel and field units in support of organizational goals and objectives.

This is the journey-level position and performs the full range of radio and telephone dispatch duties with a high degree of independence. Incumbents receive requests for assistance; evaluate criticality and type of response needed to assist with the reported situation; monitor the situation for changes and safety of personnel for the duration of the response; includes additional responsibilities related to coordinating police response and handling police radio communications.

NOTE: Salary posted does not include 2.5% shift differential for shift work. This recruitment is open and continuous and may close, without notice, at any time once a sufficient number of applications have been received.

WORKING CONDITIONS:

Work is performed in the Communications Center in the Police Department. The environment includes exposure to stressful situations; work will involve pressure generated by the necessity

for appropriate and timely response and follow-up required by emergency and routine events that often occur simultaneously. Dispatchers are assigned to shifts on a rotating basis including day, swing or graveyard, depending upon department needs. Work will include shift assignments on weekends and holidays.

PHYSICAL DEMANDS:

Primarily sedentary work requiring the ability to sit for long periods of time and manual dexterity to sufficiently operate computer keyboards. Requires good vision, the ability to hear well enough to receive information over the telephone and radio amid background noise, and verbal clarity. Work will also involve bending, twisting, turning and reaching.

MINIMUM QUALIFICATIONS:

One (1) year experience working with a municipal, county, or state law enforcement agency as a Dispatcher is required.

Education equivalent to completion of the twelfth grade is required.

OTHER REQUIREMENTS:

P.O.S.T. Public Safety Dispatch Certificate is required.

Must be able to obtain Emergency Medical Dispatch Certificate within one year of hire.

Must be at least 18 years of age at time of hire.

Candidates for this position will be required to pass a thorough background investigation.

Must be able to maintain the same level of security as when first hired. Failure to maintain this level of security clearance is grounds for dismissal.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

Answer non-emergency and emergency telephone calls; evaluate requests for validity, priority and type of response required; determine the location and nature of non-emergency and emergency calls for service.

Operate a computer aided dispatch system, records system, mobile data system, and make inquiries and entries into the external law enforcement computer system.

Dispatch fire and ambulance emergency services when appropriate; provide emergency medical pre-arrival instruction over the telephone.

Operate a multi-channel radio console that supports fire and other emergency services; provide information and coordinate response for fire, medical and public works equipment. Monitor equipment including alarm equipment.

Maintain and prepare accurate records and logs of messages received and dispatched.

Assist citizens at the police department front counter.

Perform related duties as assigned.

Dispatch emergency services including police and other emergency services when appropriate.

Operate a multi-channel radio console that supports police and ambulance services; provide

information and coordinate police response.

Support and assist in the training of new employees.

KNOWLEDGE & ABILITIES:

Knowledge of:

The geography of the City of Fairfield and Solano County.

Modern office equipment and software including fax machines, personal computers, and windows based applications.

Ability to:

Use a computer-aided dispatch system to coordinate emergency response for fire and emergency medical services.

Learn the operation of multiple channel radio system.

Think clearly, remain attentive, and apply common sense in emergency situations.

Hear and understand telephone and radio communications.

Speak and enunciate clearly.

Use courtesy, tact, and firmness when dealing with the public.

Type at a speed of 40 words a minute from clear copy.

Remain calm under pressure or tense situations.

Learn and remember numerical and alphabetical code systems.

Multi-task; perform several job functions at one time.

THE SELECTION PROCESS:

Based on the information provided in the application documents, the best-qualified applicants will be invited for further examination. All applicants meeting the minimum qualifications are not guaranteed advancement through any subsequent phase of the examination. Depending upon the number of applications received, the examination may consist of an application screening, written and/or practical exam, oral interview, or any combination. This position requires a thorough background investigation, polygraph, and a pre-employment medical exam to be completed on each final candidate, prior to appointment.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.fairfield.ca.gov>

Job #2017-00001
DISPATCHER II - LATERAL (EXPERIENCE REQUIRED)
PR

OUR OFFICE IS LOCATED AT:
1000 Webster Street
Fairfield, CA 94533
707-428-7394

An Equal Opportunity Employer

Dispatcher II - Lateral (Experience Required) Supplemental Questionnaire

* 1. Do you have a high school diploma or equivalent?

Yes

No

* 2. Do you have a P.O.S.T. Public Safety Dispatch Certificate?

Yes

No

* 3. Do you have at least one (1) year of experience working as a police, fire or emergency medical dispatcher?

Yes

No

* 4. If you were referred as an applicant for this position by a City employee, please provide the employee's name. If you were not referred by a City employee, please state "N/A".

* Required Question