



CITY OF AZUSA

Human Resources Department

213 E. Foothill Boulevard, Post Office Box 1395

Azusa, California 91702-1395 * (626) 812-5241

For information on the City of Azusa, visit our
website at <http://www.ci.azusa.ca.us>



INVITES APPLICATIONS FOR

POLICE DISPATCHER

(Open-Competitive)

ROTATING SHIFT WORK WHICH INCLUDES WEEKENDS AND HOLIDAYS IS REQUIRED

FILING DEADLINE: Applications with an attached typing certificate will be accepted on a continuous basis.

SALARY RANGE: \$3,291 - \$3,968/month

THE POSITION:

Under general supervision, receives requests for law enforcement services and dispatches units via radio; maintains contact with department personnel in the field; performs related duties as required. **PLEASE NOTE: THIS POSITION REQUIRES WORKING ROTATING SHIFTS WITH VARYING HOURS, INCLUDING NIGHTS AND WEEKENDS. CIVILIAN UNIFORMS WILL BE REQUIRED.**

ESSENTIAL FUNCTIONS:

Duties may include, but are not limited to the following: Receives requests for police or other emergency services over the phone; answers 911 calls; screens incoming calls to determine necessity, priority, and type of response required; monitors other radio frequencies to be aware of incidents elsewhere that may affect City police operations; monitors cameras throughout the building. Dispatches, as necessary, police units in response to calls for service or request from officers in the field; uses law enforcement terminology and cites Code sections by number; calls public and private agencies, such as allied law enforcement, hospitals, towing services, and utilities and requests mutual assistance when necessary. Keeps track of police unit locations and status; maintains constant radio communication with personnel in the field; runs warrant checks on subjects, registration checks on vehicles, and property checks; relays information and instructions to personnel in the field. Maintains accurate log of incoming service requests and actions taken; prepares other reports and records as directed; maintains files necessary for dispatch as assigned; enters, updates, and retrieves information from the computer and teletype networks. Provides general information to the public; as necessary, refers callers to appropriate agencies; calms angered or distraught callers; maintains calm in radio transmissions during hectic, tense, and dangerous situations; may assist citizens and police officers with translation related needs. Provides temporary and vacation relief for other staff as necessary; will search prisoners on an as needed basis and supervise and care for infants and children awaiting transportation.

QUALIFICATION GUIDELINES:

Education/Experience:

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance. Example combinations include graduation from high school or equivalent; two years of experience in typing & general clerical work including one year of experience which required considerable public contact.

Knowledge, Skills & Abilities: Considerable knowledge of office procedures, record keeping system, forms correspondence, reports and other materials common to operation of a police department; police dispatching procedures and the laws and regulations governing the use of dispatching equipment in a law enforcement agency; agencies involved with police activities; Penal Code, Vehicle Code, and local municipal code; 911 system and TDD Deaf Translation System; computerized systems used in municipal law enforcement agencies. **Special Requirement: IT IS IMPORTANT TO NOTE THAT THE COMPLETE EXAMINATION PROCESS CONSISTS OF A ONE-YEAR WORKING TEST PERIOD (PROBATIONARY PERIOD) DURING WHICH THE SELECTED APPLICANT MUST SUCCESSFULLY COMPLETE A P.O.S.T. PUBLIC SAFETY DISPATCHER BASIC COURSE BEFORE A REGULAR APPOINTMENT CAN BE CONSIDERED.**

SELECTION PROCESS: Applicants must submit a completed City of Azusa Employment Application form and typing certificate. Applications will be screened for qualifications and appropriate background. Only the most qualified applicants will be invited to participate in the examination process. Successful candidates must achieve a minimum passing score (70%) on each of the testing components to proceed to next phase. Applicants will be notified by mail as to the test date, time, and location.

The examination process will consist of the following:

- a. **Application/Resume Appraisal** (qualifying)
- b. **Typing Certificate** (qualifying – 40 wpm) **MUST BE ATTACHED TO APPLICATION WHEN SUBMITTED.**
- c. **Written Examination** (qualifying)
- d. **Oral Board Interview Examination** (weighted 100%)
- e. **Background Investigation** (qualifying)
- f. **Psychological & Polygraph Examination** (qualifying)
- g. **Medical Examination, which will include a drug/alcohol screen** (qualifying)
- h. **Chief of Police (or designee) interview**

EMPLOYMENT PROCESS AND EMPLOYEE BENEFITS

THE EMPLOYMENT PROCESS

Application and Typing Certificate: Applicants must submit a completed City of Azusa Employment Application form and typing certificate by the final filing date. Separate applications must be submitted for each recruitment. Resumes will not be accepted in lieu. No facsimiles or postmarks accepted.

Examination: Applicants will be screened for qualifications and appropriate background. Only the most qualified applicants will be invited to participate in the examination process. Successful candidates must achieve a minimum passing score in each of the test components. Applicants will be notified by mail as to the test date, time and locations. The process may include application review, written, oral or physical agility or any combination thereof.

Exam Accommodation: Applicants with legal disabilities who require special testing arrangements must contact the Human Resources Department at least five (5) working days prior to the examination date.

Oral Board: The oral board interview is a weighted examination. Admission to the oral interview may be limited to a restricted number of candidates based on written and/or performance.

A **fingerprint, psychological and background investigation** will be required, in which a **polygraph examination** will be given. Failure to pass shall result in removal from the eligibility list.

Chief's (Departmental) Interview: takes place after certification of the eligibility list, and is conducted by the Chief of Police or a duly appointed representative. Failure to pass shall result in removal from the eligibility list.

Eligibility List: The names of those persons who successfully complete the examination process are entered on an eligibility list. Eligibility lists remain in effect one year, unless exhausted or canceled, and may be extended an additional six months. Rank order may change in continuous recruitment

Appointment: Appointments to all classified positions are subject to approval by the City Council.

Probationary Period: A minimum six-month probationary period shall be required for all appointments in the Civil Service System (except for Police Department positions – the probationary period of which shall be one year). The probationary period shall be regarded as part of the examination process to further test an individual's ability to perform the assigned job duties. During the probationary period, an individual may be terminated from employment at any time without right of appeal. (Elective officers, appointed board members, city administrator, city attorney, contract employees, part-time and temporary employees, volunteers, and employees of the Redevelopment Agency are exempt from the Civil Service System and serve at will.)

Employment Standards: Employment with the City of Azusa is contingent on meeting the medical standards of the position. A candidate must pass a pre-employment physical examination, including a drug/alcohol screen and fingerprint check.

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Loyalty Oath: Persons selected for City employment must take a loyalty oath as prescribed by Article 20, Section 3, of the California Constitution.

Driver's License: For positions requiring the operation of a motor vehicle, candidate's referred for a hiring interview will be required to provide a DMV report and meet the City's driving standards.

Immigration Law: In compliance with the Immigration and Reform and Contract Act of 1986 new employees will be required to provide proof of identity and authorization to work in the United States.

Drug Free Workplace: The City is a drug-free workplace and has a comprehensive drug abuse policy.

Compensation: Salary ranges have approximately 5% between steps. Starting salaries are normally at the first step with achievement of the second step after 6 months satisfactory service or 1 year for the Police Department.

Employee Benefits: This information is a general summary of benefits. The City of Azusa has a variety of benefit options available which may differ between bargaining units. The City pays 7% of the employee's Retirement System (PERS). The City offers \$923/month for its "Flexible Benefit Plan (FBP)" including health, dental, supplemental and life insurance. Unused FBP funds may be taken as deferred compensation or taxable wages. Azusa also offers bilingual pay, shift differential, and City-paid deferred compensation.

Equal Opportunity Employer: The City of Azusa, in compliance with all applicable federal and state laws, does not discriminate on the basis of race, color, national origin, ancestry, marital status, age, religion, disability, gender or sexual orientation. The provisions of this bulletin do not constitute an expressed or implied contract and any provision contained in this bulletin may be modified or revoked without notice.

Applications may be obtained at the following locations:

***Human Resources Department** Monday – Thursday:
7:00 a.m. – 5:30 p.m. (Closed on Friday), located

at 213 E. Foothill Blvd., Azusa, CA 91702.

***Azusa Police Department** Monday – Thursday:
7:00 a.m. – 10:00 p.m. Friday – Sunday: 7:00 a.m. – 5:00 p.m., located at 725 N. Alameda, Azusa, CA 91702.

***City Library** Monday – Wednesday: 10:00 a.m. – 9:00 p.m. Thursday: 10:00 a.m. – 6:00 p.m., Friday and Saturday: 10:00 a.m. – 5:00 p.m. (Closed on Sunday), located at 729 N. Dalton, Azusa, CA 91702.

ALL APPLICATIONS MUST BE TURNED IN DIRECTLY TO THE HUMAN RESOURCES DEPARTMENT BY MAIL OR IN PERSON.

The City of Azusa – Hiring Great People