

ORANGE COUNTY
Department of Human Resources
333 W. Santa Ana Blvd,
Santa Ana, CA 92701
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<http://www.ocgov.com/>

INVITES APPLICATIONS FOR THE POSITION OF:

SALARY

\$19.44 - \$23.37 Hourly \$1,555.20 - \$1,869.60 Biweekly \$3,369.60 - \$4,050.80 Monthly
\$40,435.20 - \$48,609.60 Annually

ISSUE DATE: 04/11/09

FINAL FILING DATE: Continuous

THE POSITION

**RADIO DISPATCHER TRAINEE
(PUBLIC SAFETY DISPATCHER)**

The Sheriff's Department will accept applications on a continuous basis until the needs of the department are met. Please apply immediately as this recruitment may close at any time without notice.

Special Qualifications: Applicants must not have been convicted of a felony and must pass a background investigation to the satisfaction of the Sheriff-Coroner. Incumbents will be required to work a variety of rotating shifts, holidays and weekends. Overtime may be required to meet operational staffing needs.

Radio Dispatcher Trainees, under immediate supervision, receive on-the-job training in the techniques and methods of radio dispatching involving emergency public safety operations. The Radio Dispatcher Trainee is taught to handle emergency situations requiring independent judgment as to course of action where unprecedented situations may arise. **Upon successful completion of the required (1) year probationary term as a Trainee, incumbents will be promoted to a Radio Dispatcher.**

THE REQUIREMENTS YOU MUST MEET:

- No felony convictions
- Must not be on any form of probation

NOTE: Applicants must pass an extensive background investigation including a psychological evaluation prior to being accepted for employment with the Orange County Sheriff's Department.

DESIRABLE QUALIFICATIONS:

- Bilingual skills (English/Spanish or English/Vietnamese).
- Experience or training as an emergency communications operator, dispatcher or similar position requiring knowledge of emergency safety or medical operations.
- Experience in the use of computers and various software programs

KNOWLEDGE OF / ABILITY TO: Knowledge of highways, main streets, major buildings and geography of Orange County.

Ability to: Learn to dispatch public safety equipment in a coordinated manner. Incumbent must react quickly, efficiently and calmly in an emergency situation and to adopt an effective course of action; learn rules and regulations, including applicable Federal Communications Commission Regulations and their application; prepare records and follow written and oral direction.

- Work under stress and exercise sound judgment in emergency situations.
- Handle a high volume of emergency calls with tact, good judgment, initiative and speed.
- Question callers while simultaneously typing information into computer terminal.
- Speak English clearly and understandably.
- Comprehend, interpret and retain written and orally presented information effectively.

PHYSICAL, MENTAL and ENVIRONMENTAL REQUIREMENTS

Orange County is committed to providing a means for applicants who may have a disability to identify areas in which they may request a reasonable accommodation. The following is a description of the physical and mental ability which are customarily required to perform the essential job functions of this position. Applicants are encouraged to contact the recruiter listed below for any questions or to request an accommodation during the testing/selection process.

Incumbents must have vision sufficient to read standard text, fine print, various handwritings and view a computer monitor; speak and hear well enough to communicate clearly and understandably in person and over the phone; independent body mobility sufficient to sit, stoop, bend and stand routinely to perform daily tasks; ability to sit for prolonged periods of time; manual dexterity to use hands, arms and shoulders repetitively to operate a keyboard and use other office equipment.

Incumbents must have the ability to work in an office environment with changing priorities, deadlines and multiple assignments concurrently; deal with emotional and/or hostile public on a daily basis and remain calm at the same time; and work rotating shifts, weekends and holidays.

SELECTION PROCESS / TESTING PROCESS:

- [Interactive Computer Test:](#) (Refer/Non-refer) An interactive computer program to test job related skills and ability. Those who receive a passing score on the Interactive Computer test will be referred to the Oral Panel Interview.
- [Oral Panel Interview](#) (Weighted 100%) Candidates will be interviewed and rated by a panel of job knowledge experts. Each candidate's rating will be based on responses to a series of structured questions designed to evaluate the candidate's training, experience and qualifications for the job.

ELIGIBLE LIST: Candidates must achieve a passing score in every component of the selection process in order to be placed on the eligible list.

Applications and supplemental information should demonstrate your professional experience and education related to the specific qualifications/duties listed in this bulletin, including the areas which you have developed expertise. When you apply online, please print the confirmation page. The confirmation page verifies receipt of your online application.

Specific information pertaining to this recruitment may be obtained by calling Nereida Gutierrez at (714) 647-6118 or via email at ngutierrez@ocsd.org

EEO INFORMATION

Orange County, as an equal employment opportunity employer encourages applicants from diverse backgrounds to apply.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:
<http://www.ocgov.com/>
OR
333 W. Santa Ana Blvd,
Santa Ana, CA 92701

EXAM #
RADIO DISPATCHER TRAINEE / PUBLIC SAFETY DISPATCHER
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Radio Dispatcher Trainee / Public Safety Dispatcher Supplemental Questionnaire

- * 1. This position requires the incumbent to work 10, 12 hour shifts.

10 hour shifts: 7 a.m. to 5 p.m. AND 5 p.m. to 7 a.m.

12 hour shifts: 7 a.m. to 7 p.m. AND 7 p.m. to 7 a.m. These will change periodically. Are you willing to work these rotating shifts including midnights, weekends, and holidays?

Yes No

- * 2. Are you willing to work at a computer terminal for extended periods of time (10 or 12 hour shifts) while maintaining intense concentration?

Yes No

- * 3. Working in this position, you will be expected to perform several tasks sometimes in rapid succession. Describe and give examples of your experience at multi-tasking.

- * 4. Describe any experience you have with law enforcement, radio communications, and/or government infrastructure.

- * 5. This position has an intensive training program that lasts for (12) months. Are you willing and able to receive this intensive training as well as constructive criticism on your performance on a daily basis to ensure success in your training?

Yes No