



**CITY OF TULARE**  
invites applications for the position of:

## **Public Safety Dispatcher I-II**

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**SALARY:** \$22.44 - \$29.99 Hourly  
\$1,795.29 - \$2,399.09 Biweekly  
\$3,889.80 - \$5,198.03 Monthly  
\$46,677.60 - \$62,376.36 Annually

**OPENING DATE:** 07/27/22

**CLOSING DATE:** Continuous

### **POSITION DESCRIPTION:**

#### **RECRUITMENT OVERVIEW:**

Thank you for your interest in our Public Safety Dispatcher I-II position. We look forward to the opportunity to consider you as an applicant.

We are currently recruiting to fill two immediate vacancies and an eligible list will also be established to fill future vacancies in this classification.

The City of Tulare is a vibrant and steadily growing community with a population of 67,834 located in the heart of California's Central Valley. The City provides a full-range of service to our citizens. The organization, staffed with 368 full-time employees, enjoys a culture of fiscal conservatism, collaboration, teamwork and dedication to public service and our community.

To be eligible for this recruitment opportunity applicants must have a minimum of one year of responsible clerical work involving heavy public contact and be able to type a minimum of 35 words per minute.

To be considered for this career opportunity applicants must submit an application with detailed information in each section of the application: Education, Work Experience, Certificates and Licenses, and Skills.

In addition to submitting a detailed application, applicants are required to attach a typing certificate and respond to the supplemental questions associated with the application. Responses to the supplemental questions will be used to help us evaluate your qualifying knowledge, skills, and abilities. Resumes may be attached but will not be accepted in lieu of a complete, detailed application or in lieu of detailed responses to the supplemental questions.

This is a continuous recruitment. Additional details regarding the recruitment process will be sent via email to qualified applicants as applications are received and screened.

**TYPING CERTIFICATE:** A minimum typing speed of 35 words per minute is required. Applicants are required to attach a typing certificate to their application (issued within the past six months). Applications submitted without the required typing certificate attached, will be disqualified. Most adult schools, community colleges, and staffing agencies administer typing tests. We also accept typing certificates obtained online from: <https://www.ratatype.com>

**RECRUITMENT PROCESS:** Applicants that meet the minimum requirements for the position will be required to take part in the following steps of the recruitment process:

**1. Online Skills Assessment :** Public Safety Dispatcher applicants will be assessed for verbal, reasoning, memory, and perceptual abilities to assure the presence of ability levels commensurate with the performance of dispatcher duties. *Experienced Dispatcher applicants that possess a Public Safety Dispatcher Certificate issued by POST, are not required to take the online assessment.*

**2. Preliminary Background Review:** Applicants that pass the online skills assessment will be invited to complete a POST Personal History Statement – Public Safety Dispatcher Form 2-255. A preliminary review of the Personal History Statement (PHS) will be conducted to determine suitability for the position in accordance with Peace Officer Standards and Training (POST).

Candidates deemed suitable for the position based upon the preliminary review of their PHS will be eligible to advance to the interview phase. Applicants may review the contents of the PHS and begin completing it, by clicking on the following link: [https://post.ca.gov/portals/0/post\\_docs/publications/2-255-phsDispatchers.doc](https://post.ca.gov/portals/0/post_docs/publications/2-255-phsDispatchers.doc)

**3. Panel Interview:** Applicants that pass the online skills assessment and the preliminary review of their PHS will be eligible to participate in the interview phase.

**4. Chiefs' Interview:** The top candidates ranked in order of their interview score, will be invited to interview with the Police Chief and members of his command staff.

**5. Comprehensive Background Investigation:** A thorough background investigation is required of public safety dispatcher applicants before being hired to verify that they do not have past behaviors indicative of unsuitability to perform public safety dispatching duties. The candidate(s) recommended for hire will undergo a thorough background investigation. The background investigation includes: a check of motor vehicle records, a search of local, state, and federal fingerprint files to determine any criminal record, contacts with references, as well as other areas of investigation.

**6. Pre-Employment Physical:** Public safety dispatcher applicants recommended for hire undergo a medical examination prior to hire. The goal of the medical examination is to determine whether the applicant has any medical condition which would preclude the safe and efficient performance of dispatcher duties.

We look forward to the opportunity to consider you for a position with our department.

#### **POSITION DESCRIPTION:**

Under general supervision, receives 911 police and fire emergency calls, and dispatches police, fire, and medical personnel following prescribed procedures; monitors security alarm systems; performs a variety of non-sworn office duties in support of law enforcement activities; assists in the booking and custody of prisoners; and performs related work as required.

**This position works on a rotating twelve (12) hour shift consisting of: 6 a.m. - 6 p.m.; 6 p.m. - 6 a.m.**

Applicants must be available to work holidays, weekends, and off-hours shifts including, but not limited to, 12 hour shifts on a regular basis; and may be required to work extended shifts in relief or emergency situations.

#### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisory or management personnel. May exercise technical and functional direction over lower level staff and train less experienced staff as assigned.

#### **CLASS CHARACTERISTICS**

**Public Safety Dispatcher I:** This is the entry-level in the dispatcher series that performs dispatch, law enforcement and police support duties that do not require performance by a sworn police officer. Responsibilities are centered on extensive contact with the public over the telephone, in both emergency and non-emergency situations to receive, transmit, and provide

factual information, forms, and reports. All activities must be performed within specified legal guidelines. This class is distinguished from other technical office support classes in that the work requires knowledge of codes, law enforcement, and dispatching policies and procedures in addition to standard office support skills. This class is further distinguished from the Public Safety Dispatcher II in that the latter is responsible for technical and functional direction over lower-level staff and is capable of performing the full range of duties assigned to the division.

**Public Safety Dispatcher II:** This is the journey-level in the communications dispatch series that performs the full range of dispatch, law enforcement, and police support duties that do not require performance by a sworn police officer. Responsibilities are centered on extensive contact with the public, in person and over the telephone, in both emergency and non-emergency situations to receive, transmit, and provide factual information, forms, and reports. All activities must be performed within specified legal guidelines. This class is distinguished from other technical office support classes in that the work requires knowledge of codes, law enforcement, and dispatching policies and procedures in addition to standard office support skills. This class is further distinguished from the Senior Public Safety Dispatcher in that the latter is the lead-level class in the series responsible for organizing, assigning, supervising, and reviewing the work of assigned staff involved in communications dispatch operations.

**Public Safety Dispatcher I:** \$ 3,889.80 - \$ 4,728.04

**Public Safety Dispatcher II:** \$ 4,276.44 - \$ 5,198.03

## **EXAMPLES OF ESSENTIAL FUNCTIONS:**

**(Illustrative Only) *Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.***

- Receives and evaluates 911 police, fire and medical emergency calls, and related business calls for the City during an assigned portion of the 24-hours-per-day/7-days-per-week Police Department operations; provides information and/or transfers calls to the appropriate department, agency or response organization; takes messages for Police Department personnel.
- Dispatches public safety emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency and sending appropriate response unit, including police, fire, emergency medical personnel, towing services, utilities.
- Maintains contact with all field units, including accounting for location and status of all units and maintaining records of all field calls.
- Operates a computer, telephone, and radio console and telecommunication equipment simultaneously while performing dispatching activities.
- Enters into, updates, and retrieves a variety of records from CLETS database, including stolen vehicles and other property, vehicle registration information, guns and property, and warranted or missing persons.
- Runs warrant checks on subjects, registration, checks on vehicles and property, and relays information and instructions to personnel in the field.
- Contacts public and private agencies and requests mutual assistance, including other law enforcement agencies, area fire departments, hospitals, towing services, and utilities.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support or information.
- Accesses Federal, State, and local law enforcement information databases to obtain information regarding outstanding warrants, criminal history, records information, and vehicle data, relays such information to sworn staff.
- Acts as a liaison with the public and representatives of other agencies for the department; provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police records or for fire or related services; determines the nature of the contact; provides factual information regarding services, policies and

procedures, which requires a knowledge of legal guidelines, departmental policies and procedures and the use of tact and discretion, or directs the caller to the proper individual or agency.

- Monitor alarms and security systems; notify appropriate, responsible parties when alarms are activated.
- Assist in booking and placing prisoners in custody by preparing records, searching arrestees, and seeing to the physical well-being of arrestees; assist in taking urine samples; accompany officers in the transport of female prisoners.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.
- Stays abreast of changes in policies, procedures, and codes.
- Monitors juveniles and prisoners confined within the City jail.
- May train new employees in work methods, use of tools and equipment, and relevant safety precautions.
- Attends necessary fire and police training, shift briefing sessions, participates in drills and test scenarios to prepare for unexpected emergencies.
- Performs other duties as assigned.

## **QUALIFICATIONS / REQUIREMENTS:**

### **KNOWLEDGE OF:**

- Basic functions, principles, and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Applicable codes, regulations, policies, technical processes and procedures, including penal, vehicle, and health and safety codes and regulations.
- City and County geography, maps, streets, landmarks, and driving directions.
- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping.
- Modern office practices, methods and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural, and ethnic backgrounds, in person and over the telephone.
- Techniques for providing a high level of customer service to the public and City staff, in person and over the telephone.

### **ABILITY TO:**

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Memorize codes, names, street locations, and other information.
- Read and interpret maps and other pertinent documentation.
- Interpret, apply, and explain policies, procedures, and regulations.
- Attend to multiple activities simultaneously.
- Obtain necessary information from individuals in stressful or emergency situations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Perform technical, detailed and responsible office support work.
- Compose correspondence independently or from brief instructions.
- Maintain accurate records and files.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Organize own work, set priorities, and meet critical deadlines.

- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish and maintain effective working relationships with those contacted in the course of work.

#### **EDUCATION & EXPERIENCE:**

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

**Public Safety Dispatcher I:** Equivalent to the completion of the twelfth (12th) grade and one (1) year responsible clerical work involving heavy public contact.

**Public Safety Dispatcher II:** Equivalent to the completion of the twelfth (12th) grade and two (2) years of experience as a Public Safety Dispatcher I .

**LICENSE:** Possession of, or ability to obtain, a valid Class C California Driver's License by time of appointment.

**Must pass a detailed background investigation.**

**Public Safety Dispatcher II:**

POST Public Safety Dispatcher Certification required.

#### **ADDITIONAL INFORMATION:**

##### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office and law enforcement equipment, including a computer; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification that requires extended periods of time of sitting; standing in work areas and walking between work areas may also be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift up to 20 pounds, carry, push, and pull materials and objects necessary to perform job functions.

##### **ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must be available to work holidays, weekends, and off-hours shifts including, but not limited to, 12 hour shifts on a regular basis; may be required to work extended shifts in relief or emergency situations.

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## Public Safety Dispatcher I-II Supplemental Questionnaire

- \* 1. Do you have one or more years of responsible clerical work involving heavy public contact?  
 Yes    No
  
- \* 2. Did you attach a copy of your typing certificate? As noted in the job posting, you are required to attach a typing certificate issued within the past six months, documenting your ability to type the minimum required words per minute (35 WPM). Failure to attach a typing certificate will result in your application being disqualified.  
 Yes    No
  
- \* 3. Are you available to work rotating twelve (12) hour shifts? Shift assignments are: 6 a.m. - 6 p.m. and 6 p.m. to 6 a.m. Employees typically work four consecutive days then are off for four consecutive days, then work three consecutive days then are off for three consecutive days before repeating the four on four off, then three on three off, work pattern. Shifts assignments rotate from the a.m. to p.m. schedule approximately every three months.  
 Yes    No
  
- \* 4. To be considered for the position of Public Safety Dispatcher II, applicants must have two (2) or more years of experience equivalent to Public Safety Dispatcher I. Do you have two or more years of experience working as a Public Safety Dispatcher and possess a Public Safety Dispatcher Certificate issued by POST? If so, please attach a copy of your certificate.  
 Yes    No
  
- \* Required Question