



CITY OF TUSTIN
300 Centennial Way
Tustin, CA 92780

<https://www.tustinca.org/216/Human-Resources>

Invites applications for the position of:
POLICE COMMUNICATIONS OFFICER (ENTRY LEVEL 911 DISPATCHER)

An Equal Opportunity Employer

SALARY

\$5,149.73 - \$6,604.00 Monthly

OPENING DATE: 01/06/23

CLOSING DATE: Continuous

DESCRIPTION:

The City of Tustin Police Department is currently seeking applicants for entry level Police Communications Officer I. **This recruitment is conducted on a continuous basis to meet the needs of the City as vacancies occur and may close at any time.**

To be considered, a City application, supplemental questionnaire AND typing certification (35 nwpm) must be submitted. For typing certification requirements, CLICK HERE.

This position, under moderate supervision, receives incoming calls for police and emergency assistance, dispatches necessary personnel and equipment, and monitors ongoing police activity to determine the need for additional resources.

SUPERVISION RECEIVED AND EXERCISED

Receives moderate supervision from the Police Communications Supervisor. Receives lead supervision from a Police Communications Lead.

No supervision is exercised.

SELECTION PROCESS

Each component listed below must be passed in order to continue to the next phase. Applicants will receive written notification of their current status in the selection process.

1. Written Exam
2. Oral Panel Interview
3. Background Investigation and Polygraph Examination
4. Police Chief's Interview
5. Psychological and Medical Examinations (upon conditional offer of employment)

Candidates successfully completing all components of the selection process will be placed on an employment eligibility list from which hires may be made. The eligible list is valid for one year. The duration of the selection process typically lasts 6-9 months.

*****IMPORTANT***** A comprehensive background investigation and polygraph will be conducted on any eligible persons considered for hire. Recent drug usage, theft or other illegal activity may be grounds for disqualification. A pre-employment medical, psychological evaluation AND a drug screen will be conducted upon a conditional offer of employment.

EXAMPLES OF DUTIES

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

- Receives emergency and non-emergency telephone calls from the public for police, fire, or other emergency services; determines the nature of the call and the resources necessary to respond
- Monitors police radio communications; maintains contact with police units to track officer status and respond to need for additional resources; monitors various radio channels to keep abreast of county-wide police activities affecting the City and assist other county agencies with mutual aid
- Prioritizes requests for police and other public safety services; determines availability and location of patrol units; transmits information and dispatches police personnel and equipment in response to calls; routes calls for fire and emergency medical assistance to the Orange County Fire Authority
- Assists police personnel in the field by quickly and accurately researching and relaying criminal history information and other requested data
- Communicates with callers to determine the nature of the call and provide appropriate assistance; maintains composure to ensure that complete and accurate information is transmitted to public safety and medical personnel
- Screens non-emergency calls for service; provides requested information or directs callers to the proper person, department or agency
- Updates and maintains electronic records and logs of data pertaining to calls and activities
- Monitors video surveillance cameras and/or alarms for Police Department and City Hall facilities to identify suspicious activity
- May assist with the training of new communications personnel

MINIMUM QUALIFICATIONS

A combination of education, experience, and training that has provided the necessary knowledge, skills, and abilities is required for entry into the classification. A typical combination includes:

Education and/or Experience:

Graduation from high school; and two (2) years of customer service experience involving considerable public contact.

Licenses and/or Certificates:

A valid California Law Enforcement Teletype Systems (CLETS) certificate is required within three (3) months of employment. A certificate of completion from a California Commission on Peace Officer Standards and Training (POST) certified Public Safety Dispatchers' Basic Course is required within one (1) year of employment.

Special Requirements:

Satisfactory results from a background investigation, physical examination, and administrative screening. Required to work rotating shifts that are typically twelve and one-half (12 ½) hours per

day and which include evenings, weekends, and/or holidays. May be required to adjust shift assignment and/or work mandatory overtime to ensure adequate staffing.

Knowledge of:

- Procedures and terminology used in public safety communications
- Federal, state and local laws, codes, ordinances, and regulations governing public safety communications
- Streets, landmarks, and geographic features within the City's service area
- Public safety communications systems, including computer-aided dispatch (CAD) software, multi-line telephones, and two-way radios
- Standard business software, including word processing, spreadsheet, and database programs
- Principles and procedures of record keeping and reporting
- Proper English usage, spelling, grammar and punctuation

Skill to:

- Operate various types of standard office equipment including personal computer and related software
- Operate specialized public safety communications systems, including computer-aided dispatch (CAD) software, multi-line telephones and two-way radios

Ability to:

- Interpret and apply Federal, state and local laws, codes, ordinances, and regulations governing public safety communications
- Read and interpret street maps
- Effectively monitor, prioritize, and execute multiple tasks in a high stress, fluid work environment with officer and public safety at stake
- Obtain and record complete and accurate information from individuals in emergency situations, including those who are emotionally distraught, angry or difficult to understand
- Maintain professionalism, courtesy, and composure at all times, including emergency and high-stress situations
- Demonstrate tact, respect, and empathy to gain the cooperation and compliance of individuals and defuse conflicts
- Communicate clearly and concisely, both orally and in writing
- Understand and follow oral and written instructions
- Evaluate situations, identify problems, and exercise sound independent judgment within established guidelines
- Establish and maintain courteous and effective working relationships with those encountered in the course of the work
- Type accurately at a speed of at least 35 net words per minute
- Maintain confidentiality of sensitive information

WORKING CONDITIONS & PHYSICAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle, feel or operate specialized telecommunications equipment and standard office equipment; and reach with hands and arms. The employee occasionally stands or walks and lifts and moves records and documents weighing up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions; interact with staff, law enforcement representatives, and the general public and remain calm when conveying and recalling information in emergency situations and dealing with emotionally upset individuals. The employee works in a paramilitary environment with a highly structured chain-of-command system.

Work Environment:

The employee works in office conditions with a noise level that is quiet or moderately quiet, at or below 85 decibels. The employee works alongside other employees in a confined, dimly lit area with limited freedom of movement outside of the work space.

TYPING CERTIFICATION REQUIREMENTS:

This position requires a typing speed of 35 net words per minute. For typing certification requirements and instructions, please [CLICK HERE](#).

The City of Tustin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<https://www.tustinca.org/216/Human-Resources>

OR DELIVERED TO:

Human Resources Department
300 Centennial Way
Tustin, CA 92780

Job #2023-06
POLICE COMMUNICATIONS OFFICER (ENTRY LEVEL 911
DISPATCHER)
FN