



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

An Equal Opportunity Employer

SALARY: \$23.47 - \$31.49 Hourly
\$1,689.77 - \$2,267.06 Biweekly
\$3,661.16 - \$4,911.97 Monthly
\$43,933.97 - \$58,943.66 Annually

OPENING DATE: 02/04/13

CLOSING DATE: Continuous

DESCRIPTION:

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: This position is represented by Fairfield Employees' Association (FEA). FEA members and other miscellaneous employees are operating under a 10% salary reduction. Employees will work a 36-hour week consisting of four (4) days per week, nine (9) hours per day.

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:

Mostly sedentary work requiring the ability to work at a keyboard for long periods of time; good vision, hearing acuity and verbal clarity .

MINIMUM QUALIFICATIONS:

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

Education - 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 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, voice stress analysis test, 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 #2013-00004
DISPATCHER II - LATERAL (EXPERIENCE REQUIRED)
PR

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

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