

ABOUT THE POSITION

West-Comm is looking for enthusiastic, flexible, and dedicated Police Dispatchers who have a proven background in job performance. The Police Dispatcher serves as the primary link between the public and the Police Officers in the field.

Entry-level Police Dispatchers at West-Comm will work a 4/10 schedule during the initial training period. Upon completion of the training, part-time police dispatchers must be available to work at least 20 hours per month on an intermittent basis. Hours of work may include holidays and weekends, as well as day, night and graveyard shifts.

ESSENTIAL FUNCTIONS

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

- Receive emergency telephone calls and assist citizens with requests for service and general inquiries.
- Evaluate each call and dispatch appropriate Public Safety personnel to handle situation.
- Use Computer-Aided Dispatch (CAD) and Records Management System (RMS).
- Maintain appropriate records.
- Perform typing assignments, including data entry.

QUALIFICATIONS

Knowledge of:

- General office procedures and receptionist techniques.

Ability to:

- Report for work as assigned.

- Interpret and give both verbal and written instructions.
- Communicate effectively, both verbally and in writing.
- Speak clearly and concisely over the radio and telephone.
- Interpret rules, regulations, policies and procedures.
- Operate equipment and systems with an acceptable level of proficiency.
- Type at a net speed of 40 wpm.
- Prioritize and multi-task.
- Make sound decisions using all available information.
- Accomplish tasks in a controlled, effective manner, including while handling critical incident calls.
- Establish and maintain effective and cooperative working relationships with those encountered in the performance of duties.
- Work holidays and weekends, as well as day, night and graveyard shifts.

Education and Training: Applicants must possess a high school diploma or equivalent and any combination of experience, education and training that provides the required knowledge, skills and abilities described above, which must include extensive public contact experience. **No prior dispatching experience required.**

Other Requirements: Must be a U.S. citizen of good moral character and free from conviction of a felony or serious misdemeanor. Possession of a P.O.S.T. Public Safety Dispatcher certificate or equivalent is highly desirable.

APPLICATION PROCEDURE

The following materials must be included in the application package for consideration for this position:

- **West-Comm Application for Employment**
- **Supplemental Questionnaire**
- **Typing Certificate** (Signed and dated copy of a valid Typing Proficiency Certificate, two years old or less, showing a corrected typing speed of at least 40 NET words per minute.)

Application materials may be obtained from the following:

West Cities Communications Center
911 Seal Beach Blvd.
Seal Beach, CA 90740
(562) 594-7242

West-Comm website:
www.west-comm.org

Application Deadline

This recruitment will remain open until filled and is subject to closure at any time

No facsimiles or postmarks accepted.

The provisions of this bulletin do not constitute an expressed or implied contract. Any provisions contained in this bulletin may be nullified or revoked without notice.



SELECTION PROCESS

Application materials will be screened for qualifications. Those applicants determined to be most qualified for the position will be invited to participate in the selection process which may include, but not be limited to:

- West-Comm Application (Qualifying)
- Supplemental Questionnaire (Qualifying)
- Typing Certificate (Qualifying)
- Written Examination (Pass/Fail)
- Sit Along (Pass/Fail)
- Oral Interview (100%)

After a **CONDITIONAL OFFER OF EMPLOYMENT** is made, candidates must pass a thorough background review including a fingerprint check; a polygraph examination may be administered. A physical examination with alcohol and controlled substance screening and a psychological examination are required prior to appointment as a Police Dispatcher.

Special Accommodation for legal disability if a written request accompanied by proper documentation is submitted to the West-Comm five days prior to testing.

ABOUT WEST-COMM

The West Cities Police Communications Center (West-Comm) was formed by a Joint Powers Agreement between the cities of Cypress, Los Alamitos and Seal Beach. The center is located at the Seal Beach Police Department, just one mile from the ocean and the historical Old Town District. Its state-of-the-art equipment includes Motorola Gold Elite radios and the Vesta 9-1-1 telephone system, flat panel monitors at

and ergonomic sit-stand dispatcher consoles. The center has large windows providing natural light and beautiful views in three directions. West-Comm is a civilian-managed organization committed to providing quality public safety services. To achieve this, it values diversity among staff and encourages each employee to take personal responsibility and make individual contributions. It is committed to professional and technical progress and motivated performance while serving as the vital link between the public and the police agencies it serves. West-Comm also provides dispatch services to the Orange County Harbors, Beaches, and Park Rangers.

EMPLOYEE BENEFITS

Part-time employees are not eligible for employee benefits except those as required by federal and state laws, including a mandatory retirement program pursuant to the Omnibus Budget Reconciliation Act which required an employee contribution of 7.5% of base earnings. A part-time employee shall not have any expressed or implied rights of employment and can be terminated at any time with or without just cause.

EQUAL OPPORTUNITY EMPLOYER

West-Comm does not discriminate on the basis of race, religion, creed, sex, color, national origin, ancestry, age, disability, marital status, sexual orientation or gender identity. Equal employment opportunity will apply to all personnel actions, including but not limited to, recruitment and selection, training, promotions, compensation, evaluation, discipline and layoffs.

*Consider a Career as a
Police Dispatcher
with West-Comm!*

PART-TIME POLICE DISPATCHER *Entry-Level*



**HOURLY PAY RANGE:
\$26.60 - \$33.95 (Per Diem)**

***Application Deadline:
Open Until Filled***

An Open/Competitive Recruitment