

West Cities Police Communications Center

Invites applications for the position of
Police Dispatcher - Entry Level



West Cities Police Communications Center

*POLICE DISPATCHER - ENTRY LEVEL
SALARY: \$5,619 - \$7,172 PER MONTH*

The West Cities Police Communications Center is seeking highly-motivated, professional, enthusiastic, flexible and dedicated Police Dispatchers – Entry Level 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.

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. 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.

QUALIFICATION GUIDELINES

Ability to: Learn and maintain knowledge on Rules of the Federal Communications Commission Rules regarding police radio transmission, geography of affected cities and location of streets and landmarks; operate the agency's Computerized Dispatch System (CAD); effectively read and interpret maps; analyze dispatch calls and situations accurately and adopt an effective course of action; work under stress and exercise good judgment in emergency situations; perform responsible clerical work of moderately-high difficulty; maintain records and prepare reports and correspondence; type at 35 wpm; and hear and speak clearly and distinctly in a well-modulated voice, using good diction.

Education: High school diploma or equivalent, prior public safety dispatch experience preferred, or any combination of education and experience that provides equivalent knowledge, skills and abilities.

Successful completion of POST certified dispatch training program is required after hire.



DUTIES

Duties may include, but are not limited to, the following: On assigned shift, receive and dispose of incoming telephone and voice radio calls; if an emergency call, secure and record information as to the exact location, and use police radio to dispatch necessary police units; maintain status of units on assignment, keep department officials informed of situations, and dispatch equipment when so advised; log all police calls for service; compile data and prepare reports of reported emergencies, equipment dispatched, and/or status of emergency; assign case numbers, run vehicle and record checks, compile and maintain all departmental records; process case reports, traffic accident reports and master index cards; process warrants and police reports; conduct effective and cooperative communications and working relationships with those contacted in the performance of duties; and, perform related duties as required.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

Sit and lean forward to prepare and review dispatch records, statistical reports, procedural manuals, and other police records; operate a computer terminal to access, retrieve, and enter records and reports; reach above or below shoulder level to retrieve records, reports from files, shelves, and storage areas; must operate telecommunications, radio, and alarm equipment; must possess normal vision and hearing acuity. Work is performed indoors in a controlled office environment and incumbent must be able to work closely with others, in confined spaces, and around electrical energy. Incumbent must be able to work variable work hours, including weekend and holiday assignments. Public interfaces are typically associated with calls for service and complaints. An incumbent may be required to operate an agency owned vehicle to deliver or pick up items or information for affected cities; therefore, possession of a valid California Class C driver's license and proof of an acceptable driving record is required to perform this activity. While subject to duties which require driving a vehicle, an incumbent must maintain an acceptable driving record

INFORMATION FOR APPLICATIONS

SELECTION PROCESS:

- Application Submission - Qualifying
- Written Exam
- Oral Board Panel
- Interview with Police Communications Director

APPLICATION PROCEDURE

- Application for Employment
- Supplemental Questionnaire
- Typing Certificate

Please apply at:

<https://www.governmentjobs.com/careers/cypress>

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Retirement: West-Comm is a member of the California Public Employees' Retirement System (CalPERS). Classic members will be enrolled in the 2% @ 55 benefit formula. Employees pay 7% of salary towards their retirement benefit. Candidates not currently employed by a CalPERS agency or exceeding six months of separation, retirement benefits offered will conform to the California Public Employees' Pension Reform Act (PEPRA) after a January 1, 2013 date of hire. The retirement formula is 2% @ 62 and employees are responsible for paying 50% of the normal cost (currently 7.25%). West-Comm does not participate in Social Security.

Deferred

Compensation: A voluntary program is available.

Paid Vacation: 80 hours per year, up to a maximum of 160 hours at eleven years of employment.

Sick Leave: 8 hours per month with unlimited accumulation. There is an annual payoff plan for unused sick leave, plus a payoff plan upon termination.

Holidays: 11 paid holidays per year plus 8 hours of floating holiday time.

Tuition

Reimbursement: Up to \$2,000 per fiscal year to attend accredited colleges

Health Insurance: West-Comm pays 100% of the employee's group insurance premium, which includes medical, dental, vision, life, long and short term disability. Dependent/ additional benefits are available, a portion of which is paid by West-Comm.