West Cities Police Communications Center

911 Seal Beach Boulevard, Seal Beach, CA 90740
(562) 594-7232 Fax: (562) 594-7250
www.west-comm.org

EXPERIENCED POLICE DISPATCHER EMPLOYMENT OPPORTUNITY

Rate of Pay: $4,749 - $6,063 per Month

THE WEST CITIES POLICE COMMUNICATIONS CENTER

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 1 mile from the ocean and the historical Old Town District. Our state-of-the art equipment includes Motorola Gold Elite radios, the Vesta Pallas 9-1-1 telephone system, flat panel monitors and ergonomic sit-stand dispatcher consoles. The Communications 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. We offer a competitive salary and benefit package as well as several employee recognition programs. West-Comm offers many promotional opportunities for career oriented professionals. We are committed to professional and technical progress and motivated performance while serving as the vital link between the public and the police agencies we serve. West-Comm also provides dispatch services to the Orange County Park Rangers.

ABOUT THE POSITION

The Police Dispatcher serves as the primary link between the public and the Police Officers in the field. Duties and responsibility 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. Such decisions will frequently be made on an independent basis with after-the-fact supervisory review;
- Use West Covina Service Group Computer-Aided Dispatch (CAD) and Records Management Systems (RMS);
- Maintain appropriate records; Perform typing assignments, including data entry;
- Listen actively, use effective questioning techniques, and express yourself in English in a clear, distinct, and understandable manner;
- Develop and maintain effective and cooperative working relationships with coworkers and the public.

THE IDEAL CANDIDATE

West-Comm is looking for enthusiastic, flexible and dedicated Police Dispatch professionals who have successfully completed a probationary period and have a proven background in acceptable job performance.

Police Dispatchers are required to work holidays and weekends, as well as day, mid and graveyard shifts.

You are an ideal candidate if you:

- Possess journey level knowledge of and skills in receiving, evaluating, prioritizing and relaying calls for emergency and non-emergency public safety assistance;
- Understand the uses and capabilities of CAD (computer aided dispatch) and can operate a sophisticated CAD system quickly and accurately;
- Demonstrate knowledge of public safety classification codes, procedures and policies related to dispatching emergency personnel and equipment;
- Listen actively, use effective questioning techniques, and express yourself in English in a clear, distinct, and understandable manner;
- Develop and maintain effective and cooperative working relationships with coworkers and the public
- Understand the philosophy and be committed to perform Community Oriented Policing within a communications center environment;
- Possess knowledge and experience in CLETS and records paperwork.

QUALIFICATIONS

Age: Minimum 18 years of age at time of application.

Education: Must possess a High School diploma or G.E.D.

Experience:

- One year of current satisfactory service as a public safety dispatcher in a law enforcement or fire agency or a similar situation or equivalent as determined by West-Comm;
- Successful completion of a probationary period as a public safety dispatcher or equivalent position with another public agency or similar situation;
- Proficient operation of a high level Computer Aided Dispatch (CAD) system, public safety radio system and telephone system;

Other Requirements:

- Ability to type at a corrected rate of 40 NET words per minute at time of application;
- Must possess a valid California Driver's License with a satisfactory driving record;
- Must be able to pass a thorough background investigation including fingerprint check;
- Prompt and regular attendance is required;
- Must be available to work a varying 24 hour schedule, including weekdays, weekends, holidays, and special events as assigned on a rotation basis;
- Must be able to be called back or held over to maintain minimum staffing levels;
- Possession of a P.O.S.T. Public Safety Dispatcher certificate or equivalent is highly desirable.
- Must be of good moral character and free from conviction of a felony or serious misdemeanor.

SUMMARY OF BENEFITS

A competitive package is provided which includes West-Comm paid medical, dental, vision, and retirement membership in the California Public Employees Retirement System. Retirement formula of 2% at 55 is offered to candidates currently employed by a CalPERS Agency, or have not exceeded 6 months of separation from CalPERS. For candidates that do not meet the above stated criteria, retirement benefits offered will conform to the California Public Employees' Pension Reform Act (PEPRA) after a January 1st, 2013 date of hire. The PEPRA formula is 2% @ 62. West-Comm also offers Life Insurance, Short-Term/Long-Term Disability Insurance, Education Reimbursement, Shift Differential Pay, Bilingual Pay, Employee Assistance Program, and paid leave programs, including 12 Holidays and compensatory time. West-Comm Police dispatchers typically work 4/10 or 3/12 schedule.

There is a twelve month probationary period.

THE 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:

- Sit-Along Evaluation (Pass/Fail)
- Structured technical and career preparation oral interview process (weighted 100%)
- Interview with Dispatch Manager and/or Dispatch Administrator

A **CONDITIONAL OFFER OF EMPLOYMENT** is contingent upon a candidate's successful completion of a thorough background review including employment history, with acceptable results as specified for the position considering acceptable agency law enforcement standards and a fingerprint check. Prior to placement in the position, a candidate must complete with acceptable results a medical examination (includes Alcohol and Controlled Substance Screening) and a psychological examination to determine if (s)he meets the physical and psychological requirements to perform the essential functions of the position.

UPON PLACEMENT, a candidate must submit proof of identity and eligibility to work in the United States, pursuant to the Immigration Reform and Control Act of 1986.

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

Disaster Service Worker – Public service employees are designated as Disaster Service Workers in the event of a major disaster (Gov. Code, Div. 4, Chp. 8, Sect. 3100).

HOW TO APPLY

This recruitment is open and continuous. West-Comm may choose to close the recruitment at any time if there is no longer a need for the position. To be considered for this position you must submit a completed, official West-Comm **Employment Application** and **Supplemental Questionnaire.** If you do not complete and submit all required information, your application may be disqualified from further consideration.

You may obtain a hard copy Employment Application and Supplemental Questionnaire by visiting http://www.west-comm.org/employment-opportunities/current-openings/ and downloading these materials, or you may request these materials by calling West-Comm at (562) 594-7242. No faxed or e-mailed materials will be accepted. Submit hard copy application materials to:

West Cities Communications Center
911 Seal Beach Blvd
Seal Beach, CA 90740
Attn: Personnel

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.

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.

Final Filing Date OPEN UNTIL FILLED