

# The West Cities Police Communications Center



## invites your interest for the position of **Dispatch Manager**

(Changes to the class specification pending approval by the JPA Board)



## West Cities Communications Center

The West Cities Police Communications Center (West-Comm) is an agency formed by a Joint Powers Agreement between the cities of Cypress, Los Alamitos, and Seal Beach with contract dispatch service provided to the Orange County Parks Rangers. The center is located at the Seal Beach Police Department, just 1 mile from the ocean and the historical Old Town District.

West-Comm is a civilian managed organization committed to providing quality

public safety services. West-Comm values diversity among its staff and encourages each employee to take personal responsibility and make individual contributions. Many promotional opportunities for career-oriented professionals make employment with West-Comm highly sought after in the public safety communications industry. The commitment to professional and technical progress and motivated performance, while serving as the vital link between the public and the agencies served, has earned West-Comm a stellar reputation as a regional dispatch agency.



## About the Position

West Cities Police Communications Center (West-Comm) is seeking a highly motivated and professional Dispatch Manager to perform management and administrative work assisting in planning, developing, coordinating and directing the operations, activities and other functions of the communications center. The position of Dispatch Manager reports to the Police Communications Director and assists in overseeing the day-to-day operations and directly managing Lead Police Dispatchers and subordinate personnel.

Candidates should possess a minimum of five years of full-time current and progressively responsible public safety communications work, which includes at least two years in a lead or supervisory capacity. A high school diploma or G.E.D. is required, supplemented by additional training or Peace Officers Standards and Training (P.O.S.T.) coursework in public safety communication practices and basic personnel supervision. A Bachelor's degree in a related field is highly desirable.

To view the full job description, please click on the following link [http://www.west-comm.org/wp-content/uploads/Specification-Manager\\_2008.pdf](http://www.west-comm.org/wp-content/uploads/Specification-Manager_2008.pdf).

## The Ideal Candidate

The ideal candidate is one who will:

- Bring a high level of credibility based on strong leadership and team building skills
- Possess excellent verbal and written communication skills and the ability to problem solve and make sound decisions
- Demonstrate knowledge of current management practices and be able to lead a team of communication professionals
- Possess exceptional interpersonal skills and maintain close working relationships with various constituents of the JPA
- Demonstrate proven performance in public safety dispatch
- Possess the highest level of integrity and work ethic

## Mission Statement

The mission of the West Cities Police Communications Center is to provide effective, efficient service to all citizens in their time of need; ensure a safe environment for all JPA officers and field personnel; maintain professional conduct and commit to perform to the best of each individual's ability at all times.

## Selection Process

If you are interested in pursuing this exciting career opportunity, please forward a cover letter, a detailed resume (including your salary history), and a list of 5 professional references to:

City of Cypress  
Human Resources Office  
5275 Orange Avenue  
Cypress, CA 90630 OR  
Email your submission to Regina  
Nguyen at [rnguyen@ci.cypress.ca.us](mailto:rnguyen@ci.cypress.ca.us)  
(preferred)

Application Deadline: Open until filled.  
First review date, Friday October 21,  
2016.

For questions and inquiries, please  
contact Kasandra Bowden at  
(562) 594-7232.

*West-Comm is an Equal  
Opportunity/ADA Employer*



## Compensation

The salary range for this position is \$7,140 - \$8,160 per month (anticipated 2% COLA effective 11/15/16). In addition, benefits are provided which presently include:

- Paid Vacation – 80 hours accrued in the first year, up to a maximum of 160 hours in the eleventh year.
- Sick Leave – Eight hours per month are accrued. Maximum of 240 hours can be carried over in a calendar year. Excess unused sick hours may be cashed out at 50% of employee's base pay.
- 4/10 Work Schedule – Employee works four 10-hour shifts in a seven day work period.
- Holidays – Ten paid holidays per year plus two floating holidays.
- Uniform Allowance – \$247.50 will be provided biannually for the cleaning and maintenance of uniforms.
- Cell Phone Allowance – \$75 per month.
- Medical Insurance – West-Comm will provide the maximum contribution of \$1,000, or the amount of the selected plan premium, whichever is lower. Payment in-lieu of medical benefits is \$308 per month.
- Dental Insurance – Employee only premium paid by West-Comm.
- Vision Insurance – Premium for employee and eligible dependents paid by West-Comm.
- Retirement – West-Comm is a member of the California Public Employees' Retirement System (CalPERS). Employee is responsible for paying the 7% Employee Contribution. The plan includes the following options: 2% at 55, one year highest compensation, 1959 survivor's benefit and post retirement survivor continuance. West-Comm is not a member of the Social Security System.

For 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 formula is 2% @ 62.

- Life Insurance – Term life insurance in the amount of \$50,000, is provided at no cost to the employee.