



Santa Cruz Regional 9-1-1  
invites applicants for the position of:  
**Public Safety Dispatcher Assistant I**  
**Bilingual Highly Desirable**  
JPA - 137

An Equal Opportunity Employer

**SALARY:** \$18.34 to \$25.81 per hour  
Placement in salary range depends upon qualifications.

Tentative Recruitment Schedule

6/29/18 Recruitment Opens

**OPENING DATE: June 29, 2018 CLOSING DATE: July 27, 2018**

7/27/18 Recruitment Closes

**THE POSITION:** Under supervision, Public Safety Dispatcher Assistants provide telephone, clerical, data entry, and other technical assistance to the Public Safety Dispatchers as they carry out their radio-telephone and emergency 9-1-1 operational duties in dispatching public safety personnel and equipment.

7/9/18 Testing Begins

9/10/18 Peer Review

11/19/18 On-Site Training Begins

**APPLICATION PROCESS**

Applications are accepted by our Administrative Office at 495 Upper Park Road between 9:00 a.m. and 4:00 p.m. PST Monday through Friday. Delivery by Fax (831-471-9780), mail, in person, or email (frontoffice@scr911.org) is acceptable. **For more information and download an application**, visit our website at [www.SCR911.org](http://www.SCR911.org). You can also pick up an application in person.

**REAPPLICATION:** Candidates who fail any portion of the testing process are eligible to reapply during the next recruitment. An applicant who fails for any other reason is ineligible to reapply.

**MINIMUM STANDARDS**

- At least eighteen (18) years of age.
- Graduation from high school or equivalent.
- Willing to work day, swing, graveyard and rotating shifts, holidays and weekends.
- No felony convictions.
- Must successfully complete an Authority prescribed training course.
- Pass a comprehensive law enforcement background investigation.
- Not convicted of a felony or any other crime which would prohibit Department of Justice approval for access to law enforcement information.
- Complete minimum employment standards for all classifications are available from the SCR9-1-1 Administrative Office.

**QUALIFICATIONS**

**Knowledge of:**

- Operation of a typical office computer system and video display terminals.
- Public safety and related user agencies that provide emergency services within Santa Cruz and San Benito Counties.
- Primary roads, streets, highways, major buildings and public facilities within the boundaries of the Authority User and Associate User Agencies.

**Skills and Abilities:**

- Bilingual in Spanish and English is strongly preferred; must be able to converse fluently in both languages, read English and translate orally into Spanish.
- Prepare clear, concise and understandable written documents and maintain routine interpersonal communications with supervisors and other dispatchers.
- Color vision adequate to determine various console lighting and color monitor displays.
- Read, write and speak clear and concise English.
- Legible handwriting.
- Manual dexterity sufficient to operate computer terminals and communications equipment.
- Physical, mental and functional ability to work effectively and accurately in a fast paced environment and to remain calm and professional when handling potentially stressful incidents.

**Benefits:** Excellent benefit package including: retirement in CalPERS 2% at 62; medical, dental, & vision insurance; life insurance; paid vacation, holidays, and sick leave. \$2.50 per hour bilingual pay differential. \$3.00 per hour shift differential for hours worked between 6:00 p.m. and 6:00 a.m. and \$5.00 per hour shift differential for hours worked between 1:00 a.m. and 6:00 a.m. on Saturday and Sunday mornings, and a premium when responding during off-duty hours for overtime.