

**APPLICATION DEADLINE IS:**

**4:00 pm, Thursday, February 14th, 2019**

Applications are accepted by our Business Office  
at 495 Upper Park Road, between 9:00 a.m. and 4:00 p.m.

Monday through Friday

Delivery by fax (831-471-9780), mail, email [applications@scr911.org](mailto:applications@scr911.org) or in  
person is acceptable

**TENTATIVE RECRUITMENT SCHEDULE**

1/11/19	Recruitment Opens
2/15/19	Recruitment Closes
1/22 – 2/22/19	Performance Testing
Week of 3/18/19	Peer Review
6/3/19	On-Site Training Begins

**Reapplication**

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

SCR911 is an equal opportunity employer.

To find out more about the hiring process please contact:

Stephanie French, Operations Division Manager

831.471.1024

[stephanie@scr911.org](mailto:stephanie@scr911.org)



Santa Cruz Regional 9-1-1 is recruiting for:  
**Public Safety Dispatcher Assistant I**  
**Bilingual Highly Desirable**  
Recruitment #JPA-140

**Salary Range \$18.34-\$25.81 depends upon qualifications**  
**Full-time Position**



Do you have a desire  
to help others in  
emergency situations?



Are you a person with  
the ability to make  
decisions under  
pressure?



Are you looking for an  
unusual, yet  
rewarding, career?



## YOU WILL HELP ANSWER MORE THAN **HALF OF A MILLION**

CALLS NEXT YEAR

*"Delivering baby Nolan over the phone has been a highlight of my career" –*

Valerie Conner PSDII 34 years of service

Start making a difference today.  
Become a 911 Call Taker.

### WHAT IS THE POSITION?

Public Safety Dispatcher Assistants are the first contact with the public. They answer, triage and process telephone calls via non-emergency, 9-1-1 emergency phones lines and text to 9-1-1. Dispatcher Assistants are trained in call interrogation techniques to provide and relay information to law enforcement, fire and EMS personnel. This position also is trained on emergency medical call-taking and can provide instructions such as CPR, childbirth and bleeding control until first responders arrive. They are the true **FIRST RESPONDER**.

Dispatcher Assistant is an entry level position which prepares employees for promotion to Public Safety Radio Dispatcher. Salary range of a radio dispatcher is \$22.69-\$31.93.

### WHAT WE OFFER

- **GREAT SALARY & BENEFITS:** CalPERS retirement, paid vacation, holiday, sick, and medical/dental/vision insurance.
- Shift differential for night shift hours

- Shift differential for bilingual employees, additional \$2.50/hr
- Paid, on-the-job training program
- Each day is an adventure because no two days are alike and no one can predict what the next phone call will bring...

### SKILLS AND PROFILE REQUIREMENTS

- At least eighteen (18) years of age
- High school diploma or equivalent
- Willingness to work shift work, holidays and overtime
- Able to sit for long periods of time
- Pass a comprehensive background investigation
- Operation of a typical computer system
- **Bilingual in Spanish and English – highly desirable**
- Read, write and speak clear and concise English

### WHAT HAPPENS NEXT?

If this sounds interesting to you, submit an application to SCR9-1-1. Applicants who meet the minimum requirements will complete a performance test, mandatory sit-along with a dispatcher and a Personal History Statement. The most qualified applicants will then be selected for a Peer Review panel and full background investigation.

The hiring process can take up to 4-5 months.

**If you like a challenge and want to help your community – we have a spot for you!**

[WWW.SCR911.ORG](http://WWW.SCR911.ORG)

495 Upper Park Road  
Santa Cruz, CA 95065  
831.471.1000