



Santa Cruz Regional 9-1-1
invites applicants for the position of:
**Public Safety Dispatcher II
(Lateral)**

Recruitment #JPA - 142

An Equal Opportunity Employer

SALARY: \$23.15 to \$32.57 per hour plus differentials
Placement in salary range depends upon qualifications.

OPENING DATE: April 12, 2019 **CLOSING DATE:** May 3, 2019

THE POSITION: Under supervision, Public Safety Dispatcher (PSD) IIs perform the full range of operational duties required in dispatching public safety personnel and equipment. Receive emergency and non-emergency calls; transmit messages via radio, 911 emergency phone lines and data terminals. Work with all three public safety disciplines: Law, Fire and EMS.

RECRUITMENT SCHEDULE

- Performance Testing/
Mandatory Sit-Along
- Oral Board
- Background Investigation
- Hiring Interview
- Psych/Medical Evaluations

APPLICATION PROCESS

Applications are accepted by our Administrative 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, or in person is acceptable. **For more information or to download an application**, visit our website at www.SCR911.org. Pick up an application at our office or call 831-471-1000 to have an application mailed to you.

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.
- **Minimum of one (1) year of public safety dispatching experience within a law enforcement or consolidated emergency communications center.**
- Willing to work day, swing, graveyard and rotating shifts, holidays and weekends.
- Must successfully complete an Authority-prescribed training course.
- Complete and 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.

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 County.
- Primary roads, streets, highways, major buildings and public facilities within the boundaries of the Authority User and Associate User Agencies.

Skills and Abilities:

- Hear and comprehend radio traffic and maintain routine interpersonal communications with supervisors and other dispatchers.
- 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.
- 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.
- Be able to sit for long periods of time.
- Maintain effective working relationships with co-workers, supervisors, User agency personnel, and the public.

Benefits: Excellent benefit package including: retirement in CalPERS 2% at 62 or 2% @60 for Classic Members; medical, dental, & vision insurance; life insurance; paid vacation, holidays, and sick leave. \$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.