



Santa Cruz Regional 9-1-1
invites applicants for the position of:
Public Safety Dispatcher Assistant I
Bilingual Highly Desirable
JPA - 145

495 Upper Park Rd
Santa Cruz, CA 95065

An Equal Opportunity Employer

SALARY: \$19.09 to \$26.86 per hour
Placement in salary range depends upon qualifications.

Tentative Recruitment Schedule

8/6/19 Recruitment Opens

OPENING DATE: August 5, 2019 CLOSING DATE: Sept 6, 2019

9/6/19 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.

8/12/19 Testing Begins

Week of 10/14 Peer Review

12/9/19 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 (applications@scr911.org) is acceptable. **For more information and download an application**, visit our website at 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.
- Full-time—willing to work day, swing, graveyard and rotating shifts, holidays and weekends.
- Able to sit for long periods of time
- 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 benefits 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. Paid overtime and 1.5 times hourly rate.