

**APPLICATION DEADLINE IS:**

**4:00 pm, Friday, September 6<sup>th</sup>, 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**

8/5/19	Recruitment Opens
9/6/19	Recruitment Closes
8/12 – 9/19	Performance Testing
Week of 10/14	Peer Review
Week of Nov 25	General Manager Interviews
12/9/19	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.

SCR9-1-1 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-145

**Salary Range \$19.09 - \$26.86 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 a  
unique, 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 9-1-1 Call Taker.

- 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 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 \$23.61 - \$33.22 plus incentives.

### 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!**

### WHAT WE OFFER

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

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

495 Upper Park Road  
Santa Cruz, CA 95065  
831.471.1000