



Santa Cruz Regional 9-1-1  
invites applicants for the position of:  
**Public Safety Dispatcher II  
(Lateral) Full/Part-time**  
Recruitment #JPA - 146

An Equal Opportunity Employer

**SALARY:** \$21.23 to \$29.88 per hour, plus differentials  
Placement in salary range depends upon qualifications.

**RECRUITMENT SCHEDULE**

**OPENING DATE:** January 28, 2020      **CLOSING DATE:** Continuous

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

**THE POSITION:** Under supervision, a Public Safety Dispatcher II (PSDII) performs the full range of operational duties required in dispatching public safety personnel and equipment; receives emergency and non-emergency calls; transmits messages via radio, 911 emergency phone lines and data terminals; and works with all three public safety disciplines: Law, Fire and EMS.

**APPLICATION PROCESS**

Applications are accepted by our Administrative Office (495 Upper Park Road, Santa Cruz, 95065) between 9:00 a.m. and 4:00 p.m. Monday through Friday. Delivery by Fax (831-471-9780), mail, email (Applications@scr911.org), or in person is acceptable. **For more information or to download our Employment Application form**, visit our website at [www.SCR911.org](http://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.