EMPLOYMENT OPPORTUNITY

Public Safety Dispatcher I or II
El Centro Police Department

Salary: $3,010 - $3,858 / month / G6 (Dispatcher I)
Salary: $3,477 - $4,456 / month / G8 (Dispatcher II)

Filing Deadline: Continuous Filing

The City of El Centro is seeking to fill a full time permanent position of Public Safety Dispatcher I or II in the El Centro Police Department. Applicants should possess the required qualifications outlined below in the job announcement, a valid California driver’s license, and an acceptable driving record. Interested applicants should submit a completed City application to the City of El Centro Human Resources Department located at 1275 W. Main Street, El Centro.

Summary: Under moderate supervision, monitors and responds to radio transmissions from City officers and other law enforcement agencies; responds to Police and Fire service and information requests from the public; evaluates service needs and dispatches appropriate units; performs related responsibilities as required.

Distinguishing Characteristics: Receives supervision from the Public Safety Dispatch Supervisor.

Essential Job Functions: Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

Public Safety Dispatcher I:

- Receives public calls for emergency service; inputs details of call into computer system; dispatches available patrol units; coordinates response of other City departments and other law enforcement agencies to sites in city and surrounding areas.

- Maintains status and location of all police field units; forwards pertinent teletypes to Sergeant and Watch Commander.

- Updates, and retrieves information from teletype networks relating to wanted or missing persons, stolen property, vehicle registration, stolen vehicles and other information and conveys information to field officers.

- Monitors alarm boards, and other radio channels; notifies businesses or public service personnel of alarm activation or other emergencies.

- Responds to questions from public regarding general legal matters, City departmental operations, and identification of governmental representatives and transfers incoming phone calls as appropriate.
Public Safety Dispatcher II:
(In addition to the above duties)

- Provides functional direction to Public Safety Dispatcher I.
- Rewinds, removes, replaces, and books 24-hour radio tapes; removes and replaces 911 printouts; makes tape copies as requested.
- Assists trainees in basic dispatching procedures.

The preceding activities have been provided as examples of the types of work performed by positions assigned to this job classification. The City reserves the right to add, modify, change, or rescind work assignments as needed.

Education/Experience/Training:

REQUIRED:
- Equivalent to high school graduation. Satisfactory completion of Peace Officer Standards Training (P.O.S.T.) Commission certified 80-hour basic complaint/dispatcher course within twelve months of date of hire. Six months of dispatching experience.
- The City has adopted a COVID-19 Vaccination and Testing Policy. It applies to current and future employees.

Public Safety Dispatcher II: Two (2) or more years of dispatching experience.

Special Requirements:

- No felony convictions. No disqualifying criminal histories within the past seven years.
- Ability to work variable shifts as assigned
- May require the possession of a valid Class C California driver's license to respond to court requests for testimony.

Knowledge, Skills and Abilities:

- Knowledge of Vehicle and Penal Codes and El Centro Municipal Codes.
- Knowledge of standard police radio broadcasting procedures and rules.
- Knowledge of reporting practices of California Law Enforcement Telecommunications System (CLETs), National Crime Information Center (NCIC), and the Criminal Justice Information System.
- Knowledge of Office of Emergency System (OES) checking procedures.
- Skills in the operation of computer aided dispatch system.
- Skills in the operation of reel to reel recorder, fire scope monitor, microwave system.
• Ability to learn geographic location of streets, parks, major landmarks, and City and County limits.
• Ability to type at a speed necessary for successful job performance.
• Ability to operate dispatcher computer console, teletype, and other office equipment.
• Ability to sustain calm, clear voice tone when talking to emotionally upset or irate individuals.
• Ability to demonstrate patience when obtaining information from citizens.
• Ability to listen, distinguish, and monitor multiple radio transmissions and telephone conversations simultaneously.
• Ability to remember past calls and events and relay relevant information to officers.
• Ability to work under pressure, exercise good judgment, and make sound decisions in emergency situations.