



EMPLOYMENT OPPORTUNITY

Public Safety Dispatcher I

Police Department

Salary: \$3,211 monthly / P6 / Step 1

Filing Deadline: Continuous Filing

The City of El Centro is seeking to fill a vacant full-time position of Public Safety Dispatcher I in the El Centro Police Department. Applicants should possess the required qualifications as outlined below. Interested applicants should submit a completed job application to the Human Resources Department located at 1275 W. Main St., El Centro by the closing date listed above.

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 Public Safety Dispatch Supervisor, and receives functional direction from Public Safety Dispatcher II.

Essential Job Functions: *Essential functions, as defined under the Americans with Disabilities Act, may include tasks, knowledge, skills and other characteristics. The following list is not 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.*

- Receives routine and emergency calls for service from the public; inputs details of call into computer systems; dispatches available police, fire, or ambulance units; coordinates response of other City departments and other public safety and emergency service agencies to sites in the city and surrounding areas.
- Maintains status and location of police and fire units in the field.
- Updates, and retrieves information from Department of Justice and Department of Motor Vehicles data bases relating to wanted or missing persons, stolen property, vehicle registration, stolen vehicles, criminal offender records, and other information and conveys information to field officers.
- Monitors radio channels; maintains communication with field units, provides status updates, and other vital law enforcement information.
- Responds to questions from public regarding general legal matters, City and department operations, and transfers incoming phone calls as appropriate.

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.

MINIMUM QUALIFICATIONS

Knowledge of:

- Vehicle and Penal Codes and El Centro Municipal Codes.

- Standard police radio broadcasting procedures and rules.
- Geographic location of streets, parks, major landmarks, and City and County limits.
- Some knowledge of reporting practices of California Law Enforcement Telecommunications System (CLETS), National Crime Information Center (NCIC), and the Criminal Justice Information System.
- Office of Emergency System (OES) dispatch and response procedures.

Skill to:

- Operate computer aided dispatch system.
- Two-way radio system, microwave system.
- Web-based telephone system, and type at a speed necessary for successful job performance.
- Operate dispatcher computer console, teletype, and other office equipment.

Ability to:

- Multi-task; sustain calm, clear voice tone when talking to emotionally upset or irate individuals.
- Demonstrate patience when obtaining information from citizens.
- Listen, distinguish, and monitor multiple radio transmissions and telephone conversations simultaneously.
- Remember past calls and events and relay relevant information to officers.
- Work under pressure, exercise good judgment, think and act quickly and make sound decisions in emergency situations.

EDUCATIONAL REQUIREMENTS:

Required:

- High School Diploma or equivalent.
- Satisfactory completion of Peace Officer Standards Training (P.O.S.T.) Commission certified 120-hour basic complaint/dispatcher course within twelve months of date of hire.
- Six months of customer service experience.

Special Requirements:

- No felony convictions. No disqualifying criminal histories within the past seven years.
- Ability to work variable shifts as assigned.
- Respond to court requests for testimony.
- Possession of a current California Class C driver's license and acceptable driving record must be maintained.

If you have a disability that requires assistance at any point in the recruitment process (for example, filling out applications, testing, interviewing), please notify the Human Resources Department. The City of El Centro performs job-related medical/physical evaluations and pre-employment/promotional drug screening. EEO/ADA.