

Monterey County

Employment Opportunity



COMMUNICATIONS DISPATCHER I

\$16.38 - \$21.29/Hr.
plus excellent benefit package

Exam #: 04/80S01/03OM

FINAL FILING DATE: Continuous. Applications are reviewed weekly. Testing is conducted every two months.

THE POSITION

Communications Dispatcher I is the entry-level class. Incumbents work under close supervision during the first year of training. Incumbents are trained to receive non-emergency and emergency calls; transmit messages via communications systems consisting of radio, 9-1-1 emergency lines and other communications equipment. Incumbents are expected to promote to the next level of Dispatcher II (\$18.93-\$24.61 per hour) after successfully completing the one-year training program. Incumbents are ***required*** to work all shifts, weekends, holidays as well as a rotating schedule.

SIGNIFICANT DUTIES

- ❖ Operates a telephone console and computer equipment, receives emergency phone calls, provides information to agencies and the public, quickly and accurately enters information into a computer aided dispatch system (CAD).
- ❖ Follows standard operating procedures and practices in receiving, interrogating, and dispatching calls.
- ❖ Dispatches calls via radio; prepares and maintains accurate records, via a computer of all radio transmissions and telephone calls.

THE DEPARTMENT

The Emergency Communications Department is a seven-day, 24-hour operation and serves the Sheriff, police and fire for 12 incorporated cities, Monterey Peninsula Airport and CSUMB. We have a dedicated Fire Communications 'center-within-a-center' staffed largely with part-time firefighters.

We are a P.O.S.T. certified agency with an excellent staff of dedicated professional dispatchers and supervisors, working to build a new, consolidated organization in every sense.

CONDITIONS OF EMPLOYMENT

- ❖ ***MUST*** be available to work ***ALL*** shifts, weekends, holidays and work overtime as required.
- ❖ Upon conditional offer of employment, all candidates must successfully pass:
 - A comprehensive background investigation
 - Pre-employment medical examination
 - A Psychological evaluation

MINIMUM QUALIFICATIONS

- ❖ At least one year of experience involving substantial public contact
- ❖ Must have a high school diploma or G.E.D.
- ❖ Typing certificate of 25 net WPM taken within the last 6 months. Certificate ***MUST*** be submitted with application materials.
(See attached list of agencies which provide typing test services- Internet certificates are not accepted.)

DESIRABLE QUALIFICATIONS

- ❖ Fluency in both Spanish and English.

SKILLS AND ABILITY TO

- ❖ Learn to interpret and apply established rules and procedures.
- ❖ Learn the operation, care of sophisticated radio, telephone, and computer communications equipment, including a Computer Aided Dispatch system (CAD).
- ❖ Remain calm, think clearly, and react quickly in emergency situations.
- ❖ Communicate clearly, courteously, and effectively with the public, safety officials, and private agency staff.
- ❖ Obtain and transmit clear, accurate and complete directions, information and keep accurate records.
- ❖ Perform a variety of tasks simultaneously (multi-tasking).
- ❖ Provide excellent and courteous customer service, demonstrate a caring and concerned attitude, and establish and maintain effective working relationships.
- ❖ Successfully complete a comprehensive training program.

PHYSICAL AND SENSORY REQUIREMENTS

- ❖ Able to remain seated for long periods of time at a console.
- ❖ See well enough to read standard text and data on electronic screen of computer terminal.
- ❖ Hear telephone conversations over a telephone or radio receiver.
- ❖ Speak clearly and enunciate words over a telephone during stressful, emergency types of situations.

APPLICATION & SELECTION PROCEDURES

TO APPLY: Submit a completed Monterey County Employment Application and typing certificate to:

Monterey County
Emergency Communications
Attn.: Olivia Madrigal
1322 Natividad Road
Salinas, CA. 93906

For more information or to receive application materials, see our website at www.co.monterey.ca.us/911/ or contact Olivia Madrigal at (831) 769-8884 or e-mail: 911Jobs@co.monterey.ca.us

All applicants who submit a completed application and typing certificate (25 WPM) will be invited to a written examination (50%) consisting of a series of short, separately timed subtests, which measure verbal skill, reasoning, memory and perceptual ability. Applicants who are successful in the written will be invited to an oral examination (50%). Applicants ***MUST*** pass ***both*** examinations to be placed on the eligible list.

EMPLOYEE BENEFITS

- ❖ Retirement Plan: 2% @55. County makes your 7% contribution to PERS.
- ❖ Health Insurance: Flexible Benefits Program
- ❖ Vacation: 12 days per year. Increases after 2,10,18,21, and 25 years of service.
- ❖ Sick Leave: 10 days per year.
- ❖ Holidays: 10 paid holidays per year.
- ❖ Life Insurance: Coverage of \$10,000.
- ❖ Tuition Reimbursement Program: up to \$2,500 in a 12-month period.
- ❖ Deferred Compensation: The County has a voluntary deferred compensation program.

NOTE

- ❖ If you believe you possess a disability that would require test accommodation, please call the 769-8884.
- ❖ Employment is contingent upon acceptable documentation verifying identify and authorization for employment in the U.S.
- ❖ If you are hired into this classification, as a condition of your employment, you will have 30 days to join the union and authorize a union dues deduction or salary deduction of appropriate fees.

MONTEREY COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER



TYPING CERTIFICATIONS



Verification of your typing skills is required for the Communications Dispatcher I position. The following agencies provide typing certificates. This information is the most recent available and is subject to change without prior notice.

SALINAS

MANPOWER

788 Northridge Mall
Salinas, CA
443-8000

**Phone Ahead
REGARDING FEE**

SALINAS ADULT SCHOOL

(Vocational Education)
20 Sherwood Place
Salinas, CA
753-4275

**Phone Ahead
REGARDING FEE**

KELLY TEMPORARY SERVICES

945 S. Main Street, Suite 207
Salinas, CA
754-2248

**Phone Ahead
REGARDING FEE**

NORRELL TEMPORARY SERVICES

1514 Moffett, Suite J
Salinas, CA
424-3235

**Phone Ahead
REGARDING FEE**

SPHERION

1191 N. Main, Suite B
Salinas, CA
444-6000

**Phone Ahead
REGARDING FEE**

MONTEREY

KELLY TEMPORARY SERVICES

585 Abrego
Monterey, CA
372-8188

**Phone Ahead
REGARDING FEE**

SPHERION

631 Cass Street, Suite A
Monterey, CA
373-4300

**Phone Ahead
REGARDING FEE**

PACIFIC GROVE

PACIFIC GROVE ADULT EDUCATION CENTER

1025 Lighthouse Ave., Rm 6
Pacific Grove, CA
646-6580

**Phone Ahead
REGARDING FEE**

SOLEDAD

GONZALES HIGH

(Independent Studies)
690 Main Street
Soledad, CA
675-2265

**Phone Ahead
REGARDING FEE**

KING CITY

ALTERNATIVE SCHOOL

Adult School (Los Padres)
506 N. 3rd Street
King City, CA
385-4661

**Phone Ahead
REGARDING FEE**