

MONTEREY COUNTY



Invites applications for

COMMUNICATIONS DISPATCHER III

\$3,772 - \$4,903 per month

Open and Promotional

FINAL FILING DATE: Continuous

Exam #:04/80S22/12OM

THE POSITION:

Under direction, receives and dispatches emergency telephone and radio communications in a County operated and computerized Communications Department. This position acts as a lead worker for staff involved in receiving and dispatching emergency telephone and radio communications in either of the County operated and computerized public safety Communication Centers. Dispatcher III's are responsible for training new personnel and acting as shift supervisor on any assigned shift and perform other duties as assigned.

EXAMPLES OF DUTIES:

- Acts as shift supervisor and lead dispatcher within the Department.
- Supervises, trains, and evaluates subordinate personnel.
- Trains subordinate staff, provides operational instruction and assists in the development of training materials.
- Receives and dispatches routine and emergency telephone calls and radio communications from/to citizens, Sheriff's patrol unit, other law enforcement, fire and rescue, or other public safety agencies.
- Monitors several public safety channels for emergencies and coordinates efforts of public safety agencies.
- Acts as coordinator in dispatching personnel and equipment in emergencies.
- Operates a variety of communications equipment including radio transmitters, receivers and related communications and computer equipment; operates an electronic telephone console, receives emergency calls, and provides information to the public.
- Accurately maintains automated records, files and information systems.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of: Operational procedures of a public safety communications center; general functions of the Sheriff's, Police and Fire Department and other public safety agencies; proper use and care of computer, radio and telephone equipment; the geography of Monterey County involving streets, roads, major buildings, and various agency jurisdictions.

Working Knowledge of: Federal Communications Commission regulations applicable to the operation of public safety communications Equipment.

Skill to: Effectively coordinate dispatch of public safety equipment and personnel; interpret and apply pertinent rules and regulations; establish and maintain cooperative working relationships with those contacted in the course of work; communicate clearly and effectively with the general public and safety officials; operate a variety of communications equipment including radio transmitters, receivers and related communications equipment; type a minimum of 25 wpm on a computer keyboard terminal; take and transmit clear and complete directions; keep accurate records of messages received; remain calm and think clearly in emergency and stressful situations; evaluate situations, organize thoughts and respond quickly in emergency situations; perform a variety of tasks simultaneously.

EXAMPLES OF EXPERIENCE AND TRAINING:

The knowledge and skills listed above may be acquired through various types of education, training and/or experience. A typical way to acquire the required knowledge and skills is listed below:

Experience: Two years of experience performing duties comparable to the position of Communications Dispatcher II in Monterey County.

Monterey County is an Equal Opportunity Employer

CONDITIONS OF EMPLOYMENT:

- **MUST** be available to work **ALL** shifts, weekends, holidays and work overtime as required.

PHYSICAL AND SENSORY REQUIREMENTS:

- Able to remain seated for long periods of time at a console.
- Hear telephone conversations over a telephone or radio receiver.
- Speak clearly and enunciate words over a telephone during stressful, emergency types of situations.

REQUIRED MATERIALS AND SELECTION PROCEDURES:

To Apply: Submit a completed Monterey County Employment Application and response to Supplemental Questions. Resumes will be accepted in addition to, but not in lieu of the required application materials. Applications will be competitively evaluated. Those applicants who are determined to be most appropriately qualified will be invited to participate further in the process. To further assess applicant's possession of required qualifications, this examination may include an oral examination, pre-exam exercise, performance exam and/or written examination.

Application materials may be obtained from and submitted to: Olivia Madrigal, 1322 Natividad Rd, Salinas, CA 93906 (831) 769-8884 OR Monterey County Human Resources, 230 Church St., Bldg 3, Salinas, CA 93901 (831) 755-5116.

SUPPLEMENTAL QUESTIONS:

All candidates must thoroughly respond to the Supplemental Questions as part of the application process. Further consideration will be based upon a screening of these responses and your application. **Applications received without a Supplemental Questions Response will not be considered.** Please number your responses and address each question separately. Include your name and the title of the position for which you are applying at the top of each page submitted.

1. Please describe your overall training and experience performing the full range duties of a law enforcement Public Safety Dispatcher.
2. Please describe your training, education and experience working as a lead worker providing direction and supervision to personnel in a team-based environment.

COMPENSATION AND BENEFITS:

Monterey County offers an excellent benefits package including (J Bargaining Unit):

- **Health Insurance:** Flexible Benefit Allowance.
- **Life Insurance:** the county provides coverage of \$10,000.
- **Vacation:** accrues at the rate of 3.7 hours per pay period to a maximum of 12 days per year. The rate increases after 2, 10, 18, 21 and 25 years service.
- **Sick Leave:** earned at the rate of 3.08 hours per pay period to a maximum of 10 days per year.
- **Holidays:** 10 days per year.
- **Retirement Plan:** 100% of PERS retirement contribution paid by the county.
- **Social Security/Medicare:** the county participates in these programs.
- **Tuition Assistance:** up to \$5,250 per year in tuition assistance.
- **Deferred Compensation:** the county has a voluntary deferred compensation program.

More information regarding benefits may be obtained from our web site at www.co.monterey.ca.us/personnel. The information listed above is a general summary of benefits for this position. This information is not legally binding, nor does it serve as a contract. The benefits listed in the Monterey County Personnel Policies and Practices Resolution or MOU prevail over this listing.

PLEASE NOTE:

- If you believe you possess a disability that would require test accommodation, please call Olivia Madrigal (831) 769-8884.
- Employment is contingent upon acceptable documentation verifying identity and authorization for employment in the United States.
- 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 a salary deduction of appropriate fees.

24-Hour Job Information Line
(831) 755-5126 (from Salinas area) (831) 647-7726 (from Monterey area)