



"A City that Works"

CITY OF BELL GARDENS

Personnel Department

7100 S. Garfield Avenue
Bell Gardens, CA 90201
(562) 806 - 7700 · FAX (562) 928 - 7735
Web site: www.bellgardens.org

Police Dispatcher (Job Code # 10045)

\$3,848-\$4,677 per month + generous benefits package

HOW TO APPLY

Filing deadline: Open Until Filled

All application materials (City application, response to supplemental questionnaire and copies of relevant degrees, licenses and/or certificates) must be submitted at the same time, on or before the filing deadline. A City application may be requested from the Personnel Department by phone (562)806-7700, e-mail (hrdepartment@bellgardens.org), in person or by downloading it from the City website (www.bellgardens.org). Individuals that submit incomplete application materials may not receive full consideration for the position. Faxed or e-mailed application materials will not be accepted.

EXAMINATION PROCEDURES

Only the most qualified applicants will be invited to participate in the examination process. The examination components listed below will be used to evaluate the qualifications of those that are invited. Applicants must achieve a passing score on all examination components in order to be placed on the eligible list. Eligible lists are valid for one (1) year, unless extended by the City Manager for an additional six (6) months.

- | | <u>Weight</u> |
|--|---------------|
| • Typing Skills Assessment: To evaluate ability to type at least 45 net words per minute. | Qualifying |
| • Written Examination: To measure technical knowledge, customer service and interpersonal skills. | 100% |

TRAINING AND EXPERIENCE

MINIMUM QUALIFICATIONS

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. An acceptable combination would include graduation from high school or equivalent, and two (2) years of experience in typing and general clerical work, including one year of experience which required considerable public contact.

DESIRABLE QUALIFICATIONS

- Police Dispatcher experience
- Ability to speak Spanish highly desirable.

LICENSES / CERTIFICATES

Must have valid class "C" California Driver's License. P.O.S.T. Dispatcher's certificate highly desirable.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: 1) Computer aided dispatch preferred. **Skills:** The position requires: 1) Prioritizing and multi-tasking skills; 2) excellent writing skills; 3) analytical skills. **Abilities:** 1) Communicate clearly and concisely, both orally and in writing; 2) Speak clearly and precisely; 3) Effectively communicate and elicit information from upset and irate citizens; 4) Type accurately at a speed of no less than 45 net words per minute; 5) Understand and follow written and oral instructions; 6) Learn and follow standard broadcasting procedures and rules; 7) Learn and utilize a wide variety of codes and computer commands; 8) Spell accurately; 9) Operate computer aided dispatching (CAD) equipment and other office equipment quickly, accurately, and at times, concurrently; 10) Respond to emergency and problem situations in an effective manner; 11) Understand, explain and apply policies and procedures; 12) Dispatch police units quickly and effectively; 13) Work with minimum supervision; 14) Read maps; 15) Accomplish tasks in an organized, effective manner while working under stress; and 16) Sit for prolonged periods of time.

THE POSITION

WORK SCHEDULE: Full time position. Must be willing to work day, swing, graveyard and rotating shifts, as well as holidays and weekends.

POSITION DESCRIPTION

Under the supervision of the Lead Dispatcher, receives police radio and telephone calls and dispatches necessary responses. Incumbents in these positions are responsible for performing a wide variety of dispatch activities (from routine to skilled) and work a variety of shift assignments including a 3-12 schedule, weekends and holidays.

EXAMPLES OF DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to, the following: 1) receiving and processing emergency requests for service from the public, other agencies, and other departments, which require calming emotional callers; 2) obtaining relevant information related to the emergency; 3) evaluating the urgency of calls; 4) determining appropriate action to be taken; 5) determining and dispatching appropriate personnel; 6) notifying supervisors of incidents; and 7) operating radio communication equipment and alarm systems.

Additional duties may include: maintaining a radio log of events occurring on a given shift in accordance with F.C.C. rules and regulations; utilizing police telecommunications systems to make necessary entries and queries regarding stolen property and wanted persons; coordinating and communicating activities between agencies jointly responding to multi-agency incidents; understanding and following complex written and oral instruction from field personnel; operating and monitoring a variety of equipment; reading and interpreting maps to locate emergencies, determining jurisdictions, and dispatching the nearest unit to expedite response time; assisting field officers in the searching of prisoners as needed; participating in a variety of classes, training, and/or certification sessions; maintaining and troubleshooting equipment problems; skill establishing and maintaining effective working relationships with other department staff, other City employees and the public.

SELECTION PROCESS

Selected candidate must pass background check before formal job offer can be extended. Initial appointment is contingent upon satisfactory completion of a City paid physical examination, drug screening, and verification of right to work in the United States. This position is subject to and dependent on the continued availability of funds and the manpower needs of the City of Bell Gardens. The successful candidate will be required to satisfactorily complete a probationary period before being promoted to "regular" status.

BENEFITS PACKAGE

Listed below is a sampling of some of the benefits associated with this position.

- **Insurance**—City paid health, dental, vision, life, employee assistance plans, STD/LTD plans, with 100% city-paid coverage for eligible dependents.
- **Retirement**—PERS 2.0% @ 55 plan.
- **Social Security**—The City does not participate in social security.
- **Leaves**—Competitive Vacation and Sick Leave Plan.
- **Bilingual Pay**—Employees certified as fluent in English/Spanish can receive up to \$200 per month.
- **Tuition Reimbursement**—The City reimburses for job-related courses with prior approval and satisfactory completion up to \$1,500 per fiscal year.
- **Deferred Compensation Plans**—Employees may defer their eligible income not to exceed legally allowed limits.
- **Optional Benefits**—Supplemental Life / Accidental / Short Term Disability / Cancer Insurance plans available.

CITY OF BELL GARDENS POLICE DEPARTMENT

We are committed to providing the highest level of service to the community, while working with the residents and our members, demonstrating professionalism, integrity and accountability. The Bell Gardens Police Department is comprised of the Communication Center, Gaming Unit, Parking Enforcement, Patrol Unit, Records Unit, and Traffic Unit. The Communication Center is staffed 24 hours a day to receive and dispatch calls for services. The dispatch center receives approximately 20,000 calls for service per year.



NOTICES

BULLETIN PROVISIONS: The provisions of this bulletin do not constitute an expressed or implied contract. Any provisions contained in this bulletin may be modified or revoked without notice.

DISASTER SERVICE WORKER: Under California Government Code, Chapter 8 of Division 4 of Title 1, Section 3100 and the City of Bell Gardens Municipal Code Chapter 2.34, all City employees are designated as official disaster workers in the event of a declared disaster. In a declared disaster, City employees may be required to report to work at times other than their regularly scheduled shifts and work extensive overtime during the emergency period.

**The City of Bell Gardens is an Equal Opportunity Employer.
Women, Minorities and the Disabled are encouraged
to apply for these positions.**



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Police Dispatcher Supplemental Questionnaire

Thank you for your interest in the Police Dispatcher position with the City of Bell Gardens. Please include your response to all of the questions contained in this supplemental questionnaire with the rest of your application materials. All application materials must be submitted at the same time. You can provide your application materials, including the response to the supplemental questionnaire, in person or via US Mail (faxed or electronic application materials will not be accepted).

INSTRUCTIONS

In order for your application to be given further consideration, you must respond to all of the items listed below. Please type your response on using the following format: a) Arial font, b) 12 point font size, c) 1 inch margins, d) put your first and last name in the header and align it to the right; and e) put page number in the footer, center alignment. Your response to the entire supplemental questionnaire should be limited to a maximum of three (3) pages.

Questions

1. *Describe what great customer service means to you.*
 - a. Provide examples from your current/previous employment.
 - b. How would you implement it if you were hired as a Police Dispatcher with the City of Bell Gardens?

2. *Describe your Dispatching experience.*
 - a. Did you provide dispatching service to Police, Fire or other department?
 - b. How big was the operation for which you worked, e.g. how many other dispatchers provided this service in your organization?
 - c. Did you provide any supervision to other dispatchers?
 - d. Who did you report to, e.g., a lead dispatcher, a dispatcher supervisor, sergeant, etc?

3. *Describe the most difficult call you ever took.*
 - a. What was the emergency?
 - b. Why was it difficult?
 - c. What kind of assistance did you provide?
 - d. What, if anything, did you learn from the experience?

4. *What kind of advice would you give a brand new dispatcher?*