



City of Newark

Position Announcement

Public Safety Dispatcher **Regular Full-Time**

THE POSITION

Under general supervision, the **Public Safety Dispatcher** receives emergency and non-emergency calls for service and dispatches police and fire units or other public safety personnel; performs data entry and other clerical duties; and performs related work as assigned.

QUALIFICATIONS

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

- A high school diploma or G.E.D.
- Two years clerical, administrative, or dispatching experience.
- Experience in emergency dispatching, law enforcement, &/or emergency-related services is highly desirable.
- Ability to operate a variety of communications and office equipment.
- Willingness and ability to work rotating shifts, including weekends and holidays, and irregular duty assignments.
- Interest in law enforcement work & satisfactory record as a law-abiding citizen.
- Poise; alertness; keenness of observation; firmness; tact; reliability; good judgment; and a state of physical and mental health consistent with the ability to perform assigned duties.
- The ability to communicate effectively with callers who may be injured, hysterical or angry, and from a variety of socio-economic backgrounds.
- **Entry Level Applicants must submit one of the following:**
 - Verification of successful completion of the P.O.S.T Dispatcher Academy dated within two (2) years of application, OR
 - Verification of successful completion of the P.O.S.T. Entry-Level Dispatch Selection Test Battery examination. **The applicant must have a "T-Score" off 48 or higher to be considered for this exam.** This certification may be obtained through the South Bay Regional Public Safety Training Consortium. **You may contact them at 408-270-6458 or at www.TheAcademy.ca.gov to schedule a date and time to take the exam.** You may also submit "T-Score" documentation from another California Public Agency. The certification of the examination must be dated within 12 months of the closing date of this job announcement.
- **Lateral Applicants must submit documentation of one of the following:**
 - Possession of a valid State of California Peace Officer Standards and Training (P.O.S.T.) Dispatcher Basic Certificate; OR
 - Currently working as a public safety dispatcher, and can show proof of successful completion of the agency-specific dispatcher training program.

HOW TO APPLY

If you are interested in this career opportunity, please review this job announcement in detail then attach and submit the following required items.

- Application; and
- Response to Supplemental Questions; and
- T-Score documentation OR
- P.O.S.T. Dispatcher Basic Certificate OR
- Proof of successful completion of the agency-specific dispatcher training program

You may apply online at www.CalOpps.org or by submitting the required items to the City of Newark Human Resources Department, 37101 Newark Blvd, Newark, CA 94560 or via email to HR@Newark.org.

Applications are available at www.newark.org or in the Human Resources Department.

Please be sure to fill out the required City application completely, including all relevant work experience. A resume maybe included with the application. Please *do not refer to the resume in lieu of fully completing the application*. You may make additional copies of the application work history pages, as necessary.

Open until filled but recruitment can close at any time

Public Safety Dispatcher Supplemental Questionnaire

1. Each applicant must complete this supplemental questionnaire as a part of the application screening and selection process. The information you provide will be reviewed and used to determine your eligibility to move forward in the selection process. Incomplete responses, false statements, omissions, or partial information may result in disqualification from the selection process. Do you agree to answer each supplemental question truthfully and that your responses can be verified from information included within the application?
 - Yes
 - No

2. Which best describes your highest level of education?
 - High school or GED
 - Some college
 - Associate's Degree
 - Bachelor's Degree
 - Master's Degree

3. How many years of clerical, administrative, or dispatching experience do you have?
 - 0 to less than 2 years
 - 2 years to less than 4 years
 - 4 years to less than 6 years
 - 6 years or more

4. How many years of experience in emergency dispatching, law enforcement, or emergency-related services do you have?
 - 0 to less than 1 year
 - 1 year to less than 2 years
 - 2 years to less than 4 years
 - 4 years or more

SELECTION PROCESS

The selection process will consist of a review of applications to determine those applicants who are best qualified. The best qualified candidates will be invited to continue in the selection process which may include an oral board exam(s) and a data entry skills test. Candidates will be notified by email or phone regarding the exam date, time, & location.

We will make reasonable efforts in the selection process to accommodate persons with disabilities. Please contact the Human Resources Department at (510) 578-4267 for accommodation requests.

Prior to receiving a conditional offer of employment, the candidate will be required to successfully complete fingerprinting and a background investigation, which will include a polygraph. Upon receiving a conditional offer of employment, the applicant will be required to complete a psychological evaluation and a City-paid pre-employment medical examination to include testing for the presence of drugs and alcohol. Applicants must be successful in all phases of the selection process to be considered for the position.

COMPENSATION & BENEFITS

\$6,865 - \$8,348 per month

The City of Newark provides a comprehensive benefits program which includes:

- Retirement - CalPERS 2.5% @ 55 for Classic members or 2.0% @ 62 for New PEPRAs Members
- Flexible Benefits Program including medical, dental, and vision with employee contribution; includes a cashout option if declining benefits
- 5% Holiday-In-Lieu pay
- Life Insurance equal to \$50,000
- Educational Incentive Pay for P.O.S.T. Intermediate and Advanced Dispatcher certificates
- Tuition Reimbursement Program
- Deferred Compensation Programs
- Opportunity for bilingual assignment pay of \$75 per month
- 6.67 - 16.67 hours per month vacation leave, depending upon years of service
- Sick leave of 8 hours per month
- Free employee use of the Silliman Activity & Family Aquatic Center

NEWARK COMMUNITY

The City of Newark is located in Southern Alameda County at the east end of the Dumbarton Bridge, 30 miles south of Oakland and 15 miles north of San Jose. Newark was incorporated as a General Law City in 1955 and has a Council/Manager form of government. Newark's population is approximately 44,380, with an encompassed area of approximately 13 square miles. Newark enjoys Bay Area benefits while maintaining a small town atmosphere.

Please visit our website at www.newark.org & take a Video TourBook of Newark, CA

In accordance with the Immigration Reform and Control Act, all potential employees are required to provide proof of U.S. Citizenship or authorization to work in the United States. All new employees are required by law to sign a loyalty oath.

All government employees are disaster service workers as defined by California Government Code Section 3100. In addition to everyday duties, employees have the added responsibility of helping throughout any disaster.