



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 education 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. and
- Two years clerical, administrative, or dispatching experience

Highly Desirable:

- Experience in emergency dispatching, law enforcement, &/or emergency-related services.
- 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.
- **Entry Level Applicants. Please 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" of 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. Please 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.

Knowledge of:

- Basic law enforcement terminology, rules and procedures.
- Modern office methods and procedures, equipment and filing systems.

Ability or Skill to:

- Communicate effectively with callers who may be injured, hysterical or angry, and from a variety of socio-economic backgrounds.
- Quickly and accurately read and analyze computer responses from a variety of systems to gather necessary information.
- Rapidly learn policies and procedures related to the work.
- Learn the principles and techniques of radio communication and record keeping.
- Learn the formats used in handling information for a variety of law enforcement communication networks.
- Learn criteria to determine an emergency or non-emergency.
- Learn to operate a computer-aided dispatch (CAD) system.
- Coordinate the work and track the status and location of law enforcement and fire personnel in the field at all times.
- Act with resourcefulness, courtesy and initiative.
- Work accurately under pressure, exercise good judgment, and make sound decisions in emergency situations.
- Take facts and apply established procedures to the solution of problem situations.
- Learn pertinent codes, public record acts, and penal code sections.
- Courteously receive requests and complaints, answer questions, and make referrals.
- Learn the geography of the City of Newark.
- Maintain neat and accurate records.
- Communicate clearly and effectively with people from a variety of socio-economic backgrounds.
- Understand and carry out verbal and written instructions.
- Establish and maintain cooperative working relationships.
- Operate a variety of communications and office equipment.
- Type a minimum of 35 wpm.
- Perform multiple tasks at same time.

HOW TO APPLY

Interested applicants must submit their application, resume, and supplemental questionnaire online using CalOpps via www.calopps.org

The position will remain open until filled.

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 to be tentatively held **to be determined**. Candidates will be notified by email or phone regarding the exam date, time, & location.

An eligible list will be established as a result of this selection process and will be valid for a period of six months. The list may be extended up to a maximum of two (2) years. The Police Department will review the eligible list to determine candidates to continue in the department selection process.

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.

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.

COMPENSATION & BENEFITS

SALARY: \$7,246.73 to \$8,812.23 per month

- **Health Insurance:** The City currently contributes the sum of \$821 per month towards health and welfare benefits. Starting with the 2020 plan year, the City will contribute the following amounts towards employee's health and welfare benefits:
 - Employee only: \$844
 - Employee + 1 dependent: \$1,687
 - Employee + 2 or more dependents: \$2,228

Cash in Lieu Benefits: Employees may "cashout" up to \$450 per month of any money not used for the purchase of employer offered benefits. Any "cashout" will be paid to the employee in taxable compensation.

- **Retirement:** CalPERS 2.5% @ 55 for Classic members or 2.0% @ 62 for New PEPRA members. The City does not participate in Social Security. The City participates in Medicare.
- **Sick Leave:** 8 hours per month.
- **Holidays:** 11 holidays, with one floating holiday and one birthday holiday to be scheduled.
- **Deferred Compensation:** Voluntary participation.
- **Life Insurance and AD&D:** City-paid \$50,000 policy.
- **Long-term and Short-term Disability:** Voluntary participation.
- **Health & Fitness:** Free use of the Silliman Activity & Family Aquatic Center (excluding classes and rentals).

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 47,531, 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.

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