



# Public Safety Dispatcher

\$1,423.40-\$1,816.59/Bi-Weekly

Apply by 3pm, Monday, November 13, 2017

## Are you...

- Interested in being an agent of change?
- Interested in pursuing a career in law enforcement?
- Interested in improving the bridge that connects the community and law enforcement?

## Primary Responsibilities

The **Public Safety Dispatcher** performs the full range and scope of dispatching duties including maintaining field communications with public safety personnel with minimal guidance and supervision. Receives emergency and non emergency requests for law enforcement services and dispatches via radio, telephone and other communications media; provides telecommunications support and incident coordination for field units.

## Qualifications

**Experience:** 1 year experience in public contact. This can be paid or volunteer experience.

**Education:** High School Diploma or equivalent.

**License:** Valid CDL, **Typing certificate (dated no more than 90 days prior to submission of your application) of 35 net words per minute from an approved source attached with application.** Possession of or ability to obtain a Dispatch Certificate from POST and completion of DOJ training for full access operator within one year of appointment. If hired, the department will provide all training to obtain the required POST and DOJ certifications.

## Application Process

Applications must be received no later than **3pm on Monday, November 13, 2017**. Only those applicants who meet the qualification standards of this position on or before the posted final filing date will be allowed to participate in the examination process. Examination scores determine standing on eligibility lists. The examination process may consist of the following parts: **APPLICATION PACKAGE REVIEW** (Qualifying only): Only the most qualified applicants, based upon the information provided on the application will be invited to participate in the written/ Oral performance examination processes. **WRITTEN EXAM:** Pass/Fail **ORAL EXAM:** 100% weight value. Candidates must earn a score of 70% or higher in the examination process to be considered for the eligibility list. The City Administrator upon recommendation of the Department head will make the final selection and appointment.

## Key Dates

Application Deadline: Friday, 11/13/17 by 3pm

Written Exam: Tuesday, 11/28/2017

Oral Exam: TBD

City of Madera  
Human Resources  
205 W. 4th Street  
Madera, CA 93637  
(559) 661-5401

## Other Information

Disabled applicants who require special examination accommodations should contact the Human Resources Department five (5) days prior to the examination at (559) 661-5401.

**MEDICAL EXAMINATION:** Appointment will be in contingent upon successful completion of a complete medical exam, drug screen, and psychological assessment.

**BACKGROUND REVIEW:** A complete review of the candidate's background will be conducted prior to appointment including a polygraph examination.

**VETERANS POINTS:** Veterans Preference Points (5 points) may be provided if a DD214 demonstrating qualifying service is attached to the employment application

**Equal Employment Opportunity:** The City of Madera is an equal opportunity employer. Applicants shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, disability, political affiliation, sexual orientation, gender identity, color, marital status, medical condition (cancer related) or the conditions Acquired Immune Deficiency Syndrome (AIDS) or AIDS Related Conditions (ARC).

## Benefits

Compensation and benefits for the position of Public Safety Dispatcher are defined in the Memorandum of Understanding between the City of Madera and the Madera Police Officers Association.

The City of Madera maintains a competitive and extensive employee benefit package that includes the following.

**HEALTH INSURANCE:** The City provides monthly benefit dollars for employees to put towards medical, dental and vision coverage for the employee and family. This coverage includes an Employee Assistance Plan.

**LIFE INSURANCE:** City paid benefit provides a \$25,000 life insurance policy.

**DEFERRED COMPENSATION:** The City pays an amount equal to 4.2% of the non safety employees' (non sworn) gross salary into a deferred compensation plan.

**MEDICARE:** 1.45% paid by the City matched by an employee contribution of 1.45%.

**RETIREMENT:** City employees are members of the California Public Employees Retirement System (CalPERS). Classic Employees are in the 2% @ 60 formula and currently contribute 2.375% of salary towards the Employee Contribution to CalPERS. New Employees are in the 2% @ 62 formula and contribute the full Employee Contribution as calculated by CalPERS, currently 6.25% of salary. The City does not participate in Social Security.

**LONG TERM DISABILITY:** This City paid benefit provides up to 66 2/3 % income protection.

**INCENTIVE PAY:** Bilingual English/Spanish (*Based on successfully passing a proficiency test*) up to \$250 per month.

<b><u>CERTIFICATE/EDUCATION INCENTIVES:</u></b>	POST Intermediate Certificate	2.5%
	POST Advanced Certificate	2.5%
	60 Approved College units	2.5%
	B.A./B.S. degree	5.0%
	FTO Incentive	5.0%

**TUITION REIMBURSEMENT:** Tuition reimbursement \$100.00 per unit, up to \$1,800.00 per fiscal year, including books.

**UNIFORM ALLOWANCE:** Uniform allowance of \$26.04 per pay period/\$677.04year.

THE INFORMATION PROVIDED IN THIS FLYER IS NOT TO BE CONSIDERED AS A CONTRACT OR AN OFFER OF CONDITIONS

OF EMPLOYMENT. The City of Madera reserves the right to make necessary modifications to the examination plan. Such provisions will be in accordance with City Civil Service standards. Employee benefits are outlined in individual group memorandum of understandings through the city/employee negotiation process. Applications may be obtained from the City's website [www.cityofmadera.org](http://www.cityofmadera.org) or by calling the City's Human Resources Department at (559) 661-5401. Original applications must be submitted to the City's Human Resources Department. Facsimiled or digitally signed applications will not be accepted.

# COMMON DISQUALIFIERS FOR CIVILIAN POSITIONS

## WITH THE

### MADERA POLICE DEPARTMENT

Below is a list of the most common areas that may disqualify an applicant for a non-peace officer position with the Madera Police Department. However, other information or facts revealed in a background investigation may also be sufficient to disqualify an applicant. All information in the Personal History Statement will be verified. Any false statement or intentional omission of information, material to the issue of employment, either on the employment application, the Personal History Statement or verbally to the Oral Board or Background Investigator will disqualify the applicant from further consideration.

#### **SUBSTANCE ABUSE**

##### **Will Disqualify:**

1. Use of marijuana, hashish, cocaine, etc. within the past 12 months
2. Recent extensive or prolonged use of marijuana, hashish, cocaine, etc
3. Sale of any marijuana, drug or narcotic as an adult
4. Recent extensive abuse of pharmaceutical drugs
5. Cocaine use within the last year, or more than 5 times in the last 3 years.

##### **May Disqualify:**

1. Knowingly remaining in a place where marijuana or narcotics are used
2. History of alcohol abuse
3. Experimentation with barbiturates, amphetamines
4. Non-prescribed use of any opiate derivative or any hallucinogenic

#### **CRIMINAL OFFENSES**

##### **Will Disqualify:**

- Felony conviction
- On criminal probation
- Sex acts perpetuated against the will of the other party
- More than one adult conviction for property related offenses
- Any theft from any employer of an object(s) (including cash) worth more than \$100

#### **TRAFFIC RELATED** *(These apply only if you are applying for a position where you are required to drive a City Vehicle.)*

##### **Will Disqualify:**

1. Not able to obtain a California driver's license
2. Incapable of being an insured motorist

##### **May Disqualify:**

1. More than one D.U.I. conviction
2. D.U.I. conviction within the past 3 years
3. Conviction of four or more moving traffic violations
4. Revocation of driver's license within past 3 years
5. Being at fault in 3 traffic accidents within past 5 years

#### **MEDICAL**

##### **Will Disqualify:**

- Physically incapable of safely performing job duties (with or without reasonable accommodation)
- Failure to meet psychological standards as determined by the Department Psychologist

#### **GENERAL**

##### **Will Disqualify:**

1. Not a U.S. Citizen
2. Unfavorable work history
3. Inability to communicate

## PUBLIC SAFETY DISPATCHER

### CHECKLIST

Experience has shown that many applicants for positions consider only the positive aspects of the job while ignoring some of its less attractive features. As a result, when new employees encounter negative job features, they sometimes react by leaving the job well before training is completed (sometimes in only a few weeks). Early resignations, which result from lack of accurate job knowledge, contribute to a more than desirable attrition rate among trainees.

There are many satisfying, rewarding aspects to the position. The job offers the opportunity to make significant contributions for the welfare and safety of the public and fellow employees. The work is challenging and rewarding. It is important for all applicants to carefully consider both the negative and positive features of a new career before deciding to test for the position.

The job factors listed below are features of the position about which many applicants are unaware. If any of these conditions are unacceptable to you, we strongly suggest you consider alternative employment choices that may better fit your individual needs.

Place a check on the line following the statement to indicate you have read and thought about each item.

### **WORKING ENVIRONMENT:**

- 1. Be unable to physically leave your worksite at anytime other than two 15-minute breaks and a 30-minute lunch.
- 2. Be unable to schedule your own lunch or rest breaks.
- 3. Be unable to smoke or eat at your worksite.
- 4. Work at/in a small, confined work area.
- 5. Have limited opportunity to talk with your fellow workers during your work shift.
- 6. Work within an organization structured on a "semi-military" model, i.e. :
  - Have to wear standardized apparel.
  - Work through a highly structured "Chain of Command".
  - Attend daily briefings.
- 7. Work at a rapid pace over which you have little control.
- 8. Have to maintain intense concentration and attention for extended periods of time and then experience periods of very slow activity.
- 9. Receive a daily critique of your job performance during training, including criticism.

### **WORK SCHEDULE:**

- 10. Be required to work any shift. Be required to work weekends on a regular basis.
- 11. Potentially have to work Christmas Day, New Years Day, and/or all holidays. Have no choice at which time you can schedule your vacation time.
- 12. Have no choice about which shift you are assigned to work. Have no choice on which days you work.
- 13. During on-the-job training, having to work the same shift, days and hours as your instructor.
- 14. Have to change work shifts (i.e., from days 7AM to 3PM, to mornings 11PM to 7AM), days off or cancel holiday plans on minimal notice.

### **CALL TYPES:**

- 15. Answer telephone calls where the caller is rude or screams at you or is difficult, and still maintain a courteous and professional demeanor.
- 16. Answer telephone calls where the caller directs obscene language at you.
- 17. Answer and respond to calls where the caller is drunk, irrational, or confused.
- 18. Answer and respond to calls where a violent crime has occurred or is in progress
- 19. Answer and respond to calls in which the caller is difficult to understand.
- 20. Tell someone who expects police/fire service that their problem does not require police/fire unit response.

**As indicated by my signature below, I state that I have read and considered each item on the checklist.**

\_\_\_\_\_

Signature

**APPROVED SOURCES FOR VERIFICATION OF TYPING SKILLS ARE AS FOLLOWS:**

**SELF-ADMINISTERED ON-LINE COMPUTER CERTIFICATES ARE NOT ACCEPTED**

**CURRENT TYPING CERTIFICATE MUST BE SUBMITTED WITH YOUR APPLICATION.**

**35 NET WPM DATED WITHIN 90 DAYS OF SUBMISSION OF YOUR APPLICATION.**

***Select Staffing***

1653 N. SCHNOOR SUITE 111

MADERA CA 93637

(559) 675-8888

FEE: \$20.00 APPOINTMENT ONLY

***Institute of Technology***

564 WEST HEARNDON AVENUE

CLOVIS CA 93612

(559) 297-4500

FEE: \$10.00

WALK INS AVAILABLE

***FRESNO ADULT & COMMUNITY EDUCATION***

2500 STANISLAUS STREET

FRESNO CA 93721

(559) 457-6002 APPOINTMENT ONLY

FEE: \$15.00

***MADERA COUNTY WORKFORCE ASSISTANCE CENTER***

2037 W. CLEVELAND AVE

MADERA CA 93637

(559) 662-4500 APPOINTMENT ONLY

NO FEE

***Worknet of Merced County***

1880 Wardrobe Avenue

Merced CA 95341

(209) 724-2100

Walk Ins 8:00-4:30

No Fee

If you have any questions regarding an approved source to administer a typing test please call (559) 661-5401