

## PUBLIC SAFETY DISPATCHER I/II

**APPROXIMATE MONTHLY SALARY: I: \$2988-\$3633 II: \$3323-\$4040**

Plus \$120./\$160. per month shift differentials as applicable  
and \$80. per month bilingual differential

This continuous recruitment is being conducted to establish a six-month eligibility list to fill current and future vacancies in the El Dorado County Sheriff's Department in Placerville

**THE POSITION:** The essential functions and corresponding duties for this position include:

- **Receives, analyzes and evaluates** 911, Sheriff's emergency and business call, inquires and complaints, fire, ambulance, roads, animal control and maintenance, determines proper jurisdiction and/or staff to be dispatched; dispatches Sheriff units, or other staff and equipment to emergency or non-emergency locations.
- **Operate computer consoles including CAD** (Computer Aided Dispatch) for call input, dispatching and continuous update of suspect information and deputy location, operates multi-channel radio systems, monitors other channels while maintaining radio traffic on main channels, maintains radio contact with CHP, Amador County Sheriff's Office, California Department of Forestry and mobile and portable units; responds to law enforcement-initiated radio traffic and requests and disseminates suspect information.
- **Handle in-house and radio paging, and other after-hours phone lines**, provide court testimony, perform basic equipment adjustments and maintenance and may provide work instruction to newly hired Dispatchers.

### THIS POSITION WILL USE YOUR:

**KNOWLEDGE OF:** Terminology and procedures used in police, sheriffs, fire and related emergency radio and telephone communications; operations of communication equipment including CAD (Computer Aided Dispatch), telephone, radio, paging, computer and related systems; rules, regulations, codes and laws related to the work; the topography and communities of El Dorado county; the operation of standard office equipment, including computerized equipment and typewriter; and data entry principles and the use of word processing or computer equipment.

**SKILL IN:** Obtaining information from individuals in emergency situations, including those who are emotionally distraught, angry or difficult to understand; assessing and prioritizing emergency situations; remaining calm and making rapid and sound independent judgments in stressful emergency situations; operating complex radio, telephone, computer and teletype systems; memorizing codes, names, locations and other detailed information; communicating tactfully and effectively with the public, public safety personnel and others; understanding and following oral and written instructions; and performing routine office support and record keeping duties.

### CANDIDATES MUST POSSESS THE FOLLOWING:

**EDUCATION AND EXPERIENCE: Level I:** One-year public contact and/or non-emergency dispatching experience.

**Level II:** One year of Public Safety Dispatching experience at a level equivalent to the County's class of Public Safety Dispatcher I and possess a POST Dispatch Certificate.

**SPECIAL REQUIREMENTS:** Must be willing to work evening, night, weekend and holiday shifts; must be willing to be called back or held over to maintain minimum staffing levels. Must possess and maintain appropriate POST certificates. Must be able to type at a rate of 35 net words per minute. Typing certificate must be submitted with application or turned in at time of written examination in order to continue in this recruitment process. Online typing certificates will NOT be accepted.

### APPLICATION AND SELECTION PROCEDURE:

Official County application must be submitted. It is the responsibility of the applicant to ensure delivery to the Human Resources Department by the final filing date of the specified testing cycle. Postmarks are not acceptable. Resumes may be attached but may not be substituted for any portion of the application. All completed applications will be reviewed and qualified applicants will be invited to participate further in the examination process. The initial testing will include a written examination and oral interview. Those candidates who receive passing scores during this process will be placed on the eligibility list in rank order based on their final scores. Successful candidates in subsequent testing cycles will be added to the existing list based on their scores, therefore an individual's rank on the eligibility list is subject to change. Once certified to the Sheriff's Department, all candidates prior to employment must successfully pass a background investigation, medical and psychological examination and drug screen test. If you require accommodation in the examination/interview process, please contact the Human Resources Department at (530) 621~5565 at least five (5) days before a scheduled interview/examination.