



POLICE DISPATCHER

(Full Time)

www.ci.sebastopol.ca.us

ABOUT SEBASTOPOL:

The City welcomes you to apply for employment in the quiet and relaxing community of Sebastopol, California, gateway to the Bodega Bay and Russian River Resort Areas. Located in the heart of the Sonoma County Wine Country, the City of Sebastopol is located 8 miles west of Santa Rosa within a half hour's drive to the Russian River or the Pacific Ocean. The area used to be famous for its apple orchards although those are being rapidly replaced with premium vineyards. The City is minutes away from Sonoma State University, Santa Rosa Junior College, Golden Gate University (Rohnert Park campus), and Heald Business College. With a total City budget of \$13.7 million, the City of Sebastopol is a "full service" city. City operated services include the departments of City Clerk, City Manager, Police, Fire, Administrative Services, Building and Safety, Engineering, Planning, and Public Works; with a total of approximately 100 employees.

DEFINITION:

Under general supervision, receives and processes routine and emergency calls, including 911 and alarms; dispatches police units as required; enters, retrieves, and uses data from various automated law enforcement information systems; coordinates with and transfers calls to other emergency service providers as appropriate; assists in the training of less experienced personnel; performs a variety of clerical and technical duties in support of the Department's operations; learns applicable policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Police Dispatcher** position is expected to independently perform the full scope of assigned police dispatching and records duties. Incumbents are responsible for performing the full range of duties with minimum supervision and apply sound judgment regarding their scope of authority in dispatching personnel.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Dispatch/Records Supervisor, the Police Lieutenant and/or the Chief of Police. Incumbents in this class do not routinely exercise supervision, but may assist in the training of less experienced personnel.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Receives and processes routine and emergency calls, including 911 and alarms; dispatches police and public works field units as required; provides pre-arrival information; enters, retrieves, and uses data from various automated law enforcement information systems, including **RIMS** computer aided dispatch system (CAD), Record Management System (RMS), video display terminals, radio dispatching consoles, and related equipment; coordinates with other emergency service providers as appropriate; assists in the training of less experienced personnel when acting as Communications Training Officer.
- Receives and enters calls for service in CAD; determines call priority and dispatches and monitors the status of field units; receives and transfers medical and fire calls; interprets level of service needed through information obtained from field officers or citizens; retrieves information for officers from CLETS; relays essential and

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confidential information to officers; monitors officers' safety; coordinates multi-agency responses when necessary; transfers calls to appropriate agencies if warranted.

- Assists citizens with complaints, reports, and requests in person and over the phone; receives fees for reports, repossessions, dog licenses, fingerprints, and vehicle storage.
- Prepares and processes reports to the District Attorney; processes and prepares traffic citations.
- Monitors holding cells through the department intercom security system; observes bookings and records when necessary; may conduct searches or monitor urine sampling for individuals of the same sex.
- Performs a variety of record keeping duties, including maintaining files, indexing, and other general clerical work; enters, updates, and retrieves information in local and county systems, CLETS and NCIC.
- Receives, responds to and documents requests for warrants and DMV printouts; documents vehicle impound information.
- Responds to questions and concerns from the general public, department staff, and other agencies; takes and records telephone and counter reports; provides information as appropriate and resolves service issues and complaints.
- Establishes positive working relationships with representatives of community organizations, state/ local agencies and associations, City management and staff, and the public.

KNOWLEDGE/ABILITIES/SKILLS:

Knowledge of: Police office administrative practices and procedures; dispatching procedures; location of major streets, public places, and landmarks in the City of Sebastopol; methods of providing services and information; proper operation and care of voice radio and telephone equipment; principles and practices of police records; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations, including the California Penal Code, Government Code, and Vehicle Code; standard office procedures, practices, and equipment; modern office practices, methods, and equipment, including computers and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

Ability to: Perform a variety of complex work with speed and accuracy; remain calm under emergency situations and multitask; operate specialized law enforcement automated information, communication and dispatch systems; work flexible hours, including holidays, evenings, weekends, and overtime; perform a variety of clerical and record keeping work; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize, prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to: Effectively operate specialized law enforcement automated information, communication, and dispatch systems.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience: Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Police Dispatcher**. A typical way of obtaining the required

qualifications is to possess one to three months of work experience involving public contact and record keeping, a high school diploma or equivalent.

License/Certificate: Possession of, or ability to obtain a valid Class C California driver's license. Completion of the California Peace Officer Standards and Training Public Safety Dispatchers' Basic Course recommended.

SALARY AND BENEFITS:

The salary range is \$4,010 to 4,873 per month.

SELECTION PROCESS:

Applicants **must** submit a completed City of Sebastopol **application form** to the Sebastopol Police Department, 6850 Laguna Park Way, Sebastopol, CA 95472. Although a resume may also be submitted, it will not be accepted as a substitute for any of the required application documents.

PART I – All completed applications will be reviewed by a screening committee.

PART II – Successful candidates from the screening will be invited to an appraisal interview. The appraisal interview is designed to evaluate training, experience, and other job-related information.

PART III – Final selection of the candidate for the open position will depend upon successfully passing city-sponsored polygraph, medical and psychological examinations and a background investigation. All other candidates that successfully pass all phases of the selection process will be placed on an eligibility list that will be effective for one year from the date of the list.

AFFIRMATIVE ACTION/ADA

The City of Sebastopol does not discriminate in employment on the basis of handicap or other protected class status. Each applicant will be considered regardless of race, color, religion, ancestry, sex, marital status, medical condition (cancer related), age (over 40 years), physical handicap (including AIDS), or national origin. **Note:** The provisions of this bulletin do not constitute an expressed or implied contract, and any provisions contained in this bulletin may be modified or revoked without notice.

APPLICATION/INFORMATION

Employment applications may be obtained at the Sebastopol Police Department at 6850 Laguna Park Way or call 707-829-4400.

FINAL FILING DATE

All completed applications must be received by the Sebastopol Police Department no later than **5:00 p.m., Friday, April 29, 2016.** (Date Extension)

POSTMARKED APPLICATIONS WILL NOT BE ACCEPTED after this date and time.

DATE OF ANNOUNCEMENT: March 28, 2016