



We invite applications for the position of:
**COMMUNICATIONS OPERATIONS
SUPERVISOR**

\$106,840 to \$125,694 Annually*

Plus a comprehensive benefits package and \$5,000 new hire bonus**
(paid in two payments: \$2,500 in your first paycheck and \$2,500 in the
first paycheck following successful completion of probationary period).

"The City values our employees and our community; both are a priority, and there is a high standard of professionalism, support and integrity amongst our employees. I am proud to say I work for the City of Mountain View Police Department".
-Eva Foster, Police Records Supervisor

Why Consider The City of Mountain View?

It's simple. We are a **passionate team of professionals committed** to providing **excellent service** to the **community** we serve, and we want you to join us! When you become part of the City of Mountain View family, you will find this is not just a J-O-B, it is a way of life for those who seek a mission-oriented culture.

About This Role

We are seeking a highly **motivated, organized, and accountable** individual to lead the Emergency Communications Center (ECC) operations ensuring effective, timely and exceptional customer service delivery. You will join a **fast-paced, dynamic team environment**, and perform supervision of 18 passionate and dedicated employees and per-diem staff who provide dispatching services for Fire, Police, after hours Public Works and via contract to the Midpeninsula Regional Open Space District. You can review the detailed job description for Communications Operations Supervisor on the City's website [here](#).

What You Bring

- Five years of increasingly responsible experience in a public safety agency, 18 month of which are as a lead or supervisor in emergency communications and an associate's degree from an accredited college or university with major coursework in a closely related field, OR
- Three years of increasingly responsible experience in a public safety agency, 18 month of which are as a lead or supervisor in emergency communications and a bachelor's degree from an accredited college or university in a related field.
- Possession of a California Class C driver's license.
- Completion of the California Basic POST Dispatcher Academy within one year of appointment.
- Possession of EMD certification and EMD-Q certificate within six months of appointment.

Bonus Points!

- Multi-disciplinary emergency communications experience, such as police, fire and/or EMS.
- Completion of the POST and EMD certifications listed above at time of appointment.
- Possession of an Emergency Number Professional (ENP) certificate.

Who You Are

- You value and foster professional interpersonal relationships and exhibit emotional intelligence
- "We've always done it this way" is not what you think OR do
- You don't start sentences with "I can't..."
- You have proven leadership skills and coaching staff is something you look forward to and enjoy
- Employees in different stages of their career can count on you for direction and mentoring, whether they are new to the field or leading a shift you are thoughtful and strategic in your mentoring and staff development
- You're not afraid of asking tough questions, are solution oriented and willing to help

What You'll Do

- Train, assign, motivate and evaluate ECC **team** to achieve division goals. Participate in recruitment, staff development and succession planning.
- Keep **current on best practices** and contemporary communications system and equipment.
- Develop **innovative** approaches to the delivery of emergency services dispatching.
- Schedule, prioritize and **evaluate** work assignments and work hours of center staff.

- Prepare and administer the ECC **budget**.
- **Resolve** citizen inquiries and concerns.
- Interpret and **implement** operating procedures.
- Provide oversight of emergency medical dispatch and related **quality control** programs.
- Research and prepare technical and administrative **reports**, special projects and written correspondence.
- **Coordinate release of documents** and information, both internally and externally and maintains responsibility for legal compliance with pertinent State and local laws.
- Provide timely, pertinent updates on **ECC operations** and recommendations up the chain of command.
- May be required to work in the ECC as needed. Must be available nights, weekends, holidays, and as needed.

What We Offer

- Comprehensive benefits package including generous paid leave and group health coverage
- CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members; 10.5% for new members to CalPERS with no Social Security deduction
- Opportunity to utilize \$2,000 in tuition reimbursement for education advancement annually, with an additional one time opportunity for up to \$20,000 for the completion of a work related Bachelor's or Master's degree
- Up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution
- Employee appreciation days and activities
- Professional Development Funds - \$800.00 annually
- Wellness culture including access to the employee gym and incentive pay for participating in the City's wellness program and/or biking to work

Are You Ready? Apply.

Submit your application and resume online at www.calopps.org or to the Human Resources Division; City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Application materials will be screened on a continuous basis with a first application review date of May 6, 2019. The most appropriately qualified candidates will be invited to an oral board interview/exercise (weighted 100%) tentatively scheduled for Thursday, May 16, 2019. Depending on the number of applicants this process may be altered. Qualified candidates are encouraged to apply early!

Fine Print.

*Incentive pay beyond the posted salary range may be awarded by the City Manager for meritorious performance.

**The \$5,000 new hire bonus is reserved for new hires; current City of Mountain View employees are not eligible.

Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Division upon submittal of application. Documentation of the need for accommodation must accompany the request. The City of Mountain View is an Equal Opportunity Employer (EOE).

Prior to hire, candidates will be required to successfully pass a medical exam, psychological screening and an extensive background investigation conducted under POST guidelines, including a Department of Justice (DOJ) fingerprint check, prior to employment. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination.

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.

CITY OF MOUNTAIN VIEW CULTURAL IDEALS

Empower People · Foster Collaboration · Support Continuous Learning · Enhance Our Community ·
Champion Wellness · Lead with Empathy · Embrace Change & Innovation

CITY OF MOUNTAIN VIEW
COMMUNICATIONS OPERATIONS SUPERVISOR
Supplemental Questionnaire

Please answer the following questions and submit with your application. Please limit your responses to one page per question or less.

1. Describe your system experience including all computer aided dispatch systems you have experience with. Please include the position in which you worked on each system, the frequency (daily, weekly, etc.) of your contact with the system and what your role was in implementation, maintenance and utilization of each system.
2. Do you possess experience training, evaluating and supervising staff? If so, please list the roles in which you performed these duties and the number of staff trained, supervised and evaluated.
3. Please select each of the disciplines for which you have dispatch experience:
 - a. Police
 - b. Fire
 - c. EMS
 - d. Other (please describe)