



City of Mountain View

Now accepting applications for:
**PUBLIC SAFETY DISPATCHER II
(LATERAL)**

\$116,162 to \$141,172 Annually*

Plus a \$10,000 signing bonus –
\$5,000 paid in the first pay period**

Why Mountain View?

Because where you choose to work, matters. Because you want to surround yourself with passionate, mission-driven colleagues committed to providing excellent service to the community and each other. Because you want to apply your talents in a place where words like “wellness,” “empathy” and “innovation” are not merely nice sentiments, but are ideals we strive to achieve in everything we do.

“This job can be fast-paced or slow, stress or calm, emotional or impassive – no day is the same. But the one thing that remains constant is that every day you can go home feeling like you’ve accomplished something and possible made a difference in somebody’s life. Doing this job, and working so closely with this tight-knit group of people, is an incredibly rewarding experience”

– J. SANTOS, Lead Public Safety Dispatcher

*The posted salary includes 5.50 percent holiday in-lieu pay.

** The new hire bonus is reserved for new full-time hires; current City of Mountain View employees are not eligible (excluding hourlies).

What’s the Role?

We’re looking for a **highly skilled, experienced professional** who enjoys working in a collaborative, team-oriented environment to take on the role of Public Safety Dispatcher II. You will join a **fast-paced, dedicated team of professionals** within the **Police Department**. Our Dispatch Team selects and dispatches emergency response units, monitors field personnel and dispatch assistance for Police, Fire, and Midpeninsula Regional Open Space District. We make a rapid determination of the nature of each call and the degree, severity, and location of any emergency, while processing over 132,000 inbound and outbound calls a year. If you are looking to **make a difference in Mountain View’s diverse community while working with the Emergency Communications Center**, this position is for you! Review our detailed job description [here](#).

The Essentials

Public Safety Dispatcher II

- 18 months or more of recent experience as a public safety dispatcher with Police, Fire, and/or EMD skills
- Equivalent to the completion of the 12th grade
- Ability to type 35 (net) words per minute
- Possession of the California P.O.S.T. Certified Public Safety Dispatchers’ Basic Course completion certificate (may be substituted by out-of-state Emergency Call Center certificate/license)
- Possession of a California Class C driver license within six months of appointment

Bonus Points:

- Experience with Intergraph CAD, IWS phone system, Motorola 7100 consoles, text to 9-1-1, Rapid Deploy, and non-emergency call triaging, dispatching police, fire and providing emergency medical dispatch (EMD) services with a law enforcement agency
- Possession of an EMD Certification, First Aid or a California P.O.S.T. Certified Public Safety Dispatcher Basic Certificate

What You’ll Do

- Operate a Computer Aided Dispatch (CAD) Intergraph system with speed and accuracy to create events for service, dispatch Police and Fire and document field unit activity.
- Skillfully utilize and multi-task between the telephone, radio and CAD systems.
- Responsible for 9-1-1, text to 911, and non-emergency call triaging and implementing EMD services over the phone.
- Make rapid determination of the location, nature, time element and degree of severity for any situation.
- Question callers to elicit information necessary for response and enter the information into the CAD system.
- Select emergency response field units in accordance with established user agency policies and procedures.
- Promptly and accurately alert and relay critical facts verbally and digitally to appropriate emergency response units in exact accordance with user agency policies and procedures.

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City of Mountain View

CULTURAL IDEALS:

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

APPLY NOW!

Submit your application, resume, California POST Certified Public Safety Dispatcher's Basic Course completion certificate online at calopps.org or to the Human Resources Department; City of Mountain View, 500 Castro Street, Mountain View, CA 94041, (650) 903-6309. Please provide a valid email address on your application. Out of state candidates should submit their out-of-state Emergency Call Center certificate/license with their application. Application materials will be screened on a continuous basis.

Application materials will be screened on a continuous basis with a first application review date of **Friday, August 25, 2023**. This recruitment may close at any time.

Are We a Match?

- You have the ability to multi-task and triage incoming calls and radio communications.
- You are a strong communicator with excellent interpersonal skills who knows how to talk to people, elicit pertinent information, and remain calm in stressful situations.
- You can think outside the box and come up with new ideas and solutions.
- You have a commitment to career long learning and have the ability to receive constructive feedback and apply it in your future work.
- You have excellent computer skills and are adaptable with learning new technology.
- You are highly motivated, mature and willing to work weekends, various shifts, holidays and overtime as required.

The Perks!

Comprehensive Benefits:

- Generous paid leave and group health coverage (medical, dental, vision, EAP, Life & Disability Insurance).
- CalPERS retirement (2.7% at 55 formula for classic members; 2% at 62 for new members); employees contribute 11.5% for classic members and 10.5% for new members to CalPERS with no Social Security deduction.
- Paid Parental Leave Pilot Program with up to 8 weeks paid leave.

Support for Continuous Learning & Development:

- Up to \$2,000 in tuition reimbursement for education advancement annually, with a one-time opportunity for up to \$20,000 for the completion of a work-related Bachelor's or Master's.
- Department budgeted funds for employee training attendance at courses sponsored by the State of California Commission on Peace Officer Standards and Training (POST) and National Academy of Emergency Medical Dispatch
- A robust internal training program to promote career growth and succession planning
- Specialized training, such as Communications Training Officer, Fire Incident Dispatch Team and SWAT Tactical Dispatcher

Wellness and Engagement Culture:

- Access to an onsite employee gym
- Incentive pay for participating in the City's wellness program
- Up to \$100/month City contribution for mass transit expenses, with \$10/month minimum employee contribution; discounts for carpools, and ride-shares; a bicycle commute incentive.
- City sleeping quarters available to Public Safety Dispatchers.
- Ongoing commitment to robust internal communication and feedback.

And More: Employee appreciation days and activities.

Candidates will be required to successfully pass a medical exam, psychological screening and an extensive background investigation conducted under POST guidelines, including a polygraph and Department of Justice (DOJ) fingerprint check, prior to employment. The background process may be expedited if candidate is currently employed as a lateral with a law enforcement agency. A conviction history will not necessary disqualify an applicant from appointment; however, failure to disclose a conviction will result in disqualification or termination. Candidates with a disability who may require special assistance in any phase of the application or testing process should advise the Human Resources Department 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). 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.