



The City of Pleasant Hill

Invites your interest for the position of



DISPATCHER II

(EXPERIENCED & LATERAL)

Monthly Salary \$6,751 to \$8,744

CONTINUOUS RECRUITMENT

THE CITY OF PLEASANT HILL

Located in Contra Costa County, Pleasant Hill is a vibrant, progressive City, rich in educational resources, recreational open space, and a flourishing business community. Significant resources have been invested and continue to be dedicated to building and maintaining a thriving, award-winning downtown and retail business district. Located just 20 miles east of San Francisco and a few miles west of one of Northern California's major landmarks, Mount Diablo State Park, the City of Pleasant Hill is approximately eight square miles and has a population of over 33,000.

POSITION

A Dispatcher II is a civilian employee of the Police Department who performs a variety of tasks in the Department's Support Services Division. The Dispatcher II acts as the Department's primary dispatcher, receiving and relaying incoming calls for emergency and non-emergency assistance; dispatching police units; operating a variety of telecommunications equipment including radio, telephone, and computer-aided dispatch systems; status monitoring, records and file maintenance in a computer-aided environment; and entry level dispatch training. A Dispatcher II may be assigned to work various hours, shifts, holidays, weekends and overtime.

Additional duties may include, but are not limited to, the following: prioritize requests for service based upon available resources, receive radio requests and handle accordingly, type, process and file a wide variety of reports and materials including memos, letters, complaints, declarations, warrants, citations, crime and traffic reports. Assists Department personnel and the public in person and by phone performing record checks, collecting fees and mailing requested reports to outside agencies in accordance with established regulations.

QUALIFICATIONS

Have a combination of education and work experience, including a minimum of 1 year of dispatch work; general office work involving typing of varied materials, public contact, general filing and basic record keeping; type at least 40 wpm (net). Have knowledge of business English, spelling; modern office practices and procedures; record keeping. Ability to dispatch police units quickly and effectively; work under pressure; exercise independent judgment; work with minimal supervision; make sound decisions in emergency situations; learn assigned clerical tasks readily and to adhere to prescribed routine; write English legibly; establish and maintain effective working relationships with other employees and the general public; operate computer-aided dispatch system, 911 emergency telephone, and other multi-line telephone systems, various law enforcement telecommunications systems, radio console with headsets and handsets, computer keyboards, cameras, intercoms, security. Willingness to work varying shifts and radio dispatching skills.

COMPENSATION & BENEFITS

The City of Pleasant Hill offers a competitive compensation and benefits program.

- **Salary:** \$6,751 to \$8,744 per month. Placement within the range depends on experience and qualifications.
- **Medical Benefits:** Choice of coverage with Kaiser or Blue Shield. The City pays 80% of monthly premiums at each coverage level. In lieu of medical coverage, the City will contribute \$400 (employee only coverage) or \$500 (employee + 1 coverage) or \$600 (family coverage) into a MissionSquare 457 deferred compensation plan

- **Retirement:** CalPERS enrollment (PEPRA New Member 2% @ 62; Classic Member 2% @ 60)
- **Dental & Vision Coverage:** City-paid dental and vision coverage for employee and eligible dependents
- **MissionSquare Deferred Compensation & Roth IRA Plans:** Voluntary plans available to all employees
- **Life Insurance:** City-paid life insurance coverage (\$50,000)
- **Long Term Disability:** City-paid long-term disability coverage
- **Medicare:** Employees contribute 1.45% to Medicare with employer match
- **Retiree Health Savings (RHS) Plan:** City contributes \$100.45 per month to the RHS Plan
- **Section 125 Plan:** Dependent care and out-of-pocket medical costs may be paid on a pre-tax basis
- **Sick Leave:** Earned at the rate of one day per month, with no maximum accrual
- **Vacation:** Earned at the rate of one day per month in the first year, increasing with service years; Lateral accrual rate may include years of service at former agency
- **Holidays:** City recognizes 14 paid holidays per year
- **Uniform Allowance:** \$1,121 per year, adjusted annually per cost of living
- **Shift Differential Pay:** 5% of the employee's base hourly wage
- **Educational Degree Incentive:** 1.25% AA Degree or 60 semester/90 quarter units; 5% Bachelor's Degree or 120 semester/180 quarter units; 7.5% MA/MS Degree
- **Educational Expense Reimbursement:** City will reimburse for tuition, books and technology upgrades up to \$500 per semester or quarter
- **On Duty Exercise Program:** 1 hour per shift
- **Probationary Period:** One year (12 months)

APPLICATION

To apply, please complete an application and supplemental questionnaire online at www.calopps.org. Resumes will not be accepted in lieu of a City employment application. **Typing certification of 40 wpm net (5 minute test taken within the last 12 months) must be submitted with application.** Certificates will only be accepted from a recognized business, adult school, or employment agency. Online typing test results will not be accepted. Applications received without a valid typing certificate, or not meeting the minimum words per minute (40 wpm net) will not be considered and applicants will not be contacted to correct the deficiency. Currently employed lateral applicants from a POST certified agency are not required to submit a typing certificate.

SELECTION PROCESS

CONTINUOUS RECRUITMENT: Applications will be reviewed on an ongoing basis. You must ensure complete submission of employment application and typing certificate as recruitment may close at any time. The most qualified applicants based on background and experience as evidenced by their application, will be invited for an oral board interview, which is weighted 100%. To be placed on an eligibility list, an applicant must receive a passing score of 70 or more from each panel member.

A thorough background check, as well as a physical, drug screen, psychological evaluation, and polygraph exam will be conducted on the top candidates prior to appointment consideration. Failure to achieve a qualifying score on any portion of the examination process will eliminate a candidate from further consideration.

IMMIGRATION REFORM AND CONTROL ACT

To comply with the Immigration Reform and Control Act, all new employees are required to provide proof of U.S. citizenship or authorization to work in the United States on their first day of employment.

EQUAL OPPORTUNITY EMPLOYER

The City of Pleasant Hill is an Equal Opportunity Employer. In accordance with the Americans with Disabilities Act of 1990 (ADA), requests for special accommodations during any stage of the examination process should be made in advance to the Human Resources Department.