



THE CITY OF REDWOOD CITY  
INVITES YOUR APPLICATIONS  
FOR:

**PUBLIC SAFETY  
COMMUNICATIONS  
LEAD DISPATCHER  
#24A-55**

**SALARY:**

\$9,583 - \$11,649 / Monthly

**Closing October 7, 2024**  
(Opened September 13, 2024)

*Interested in joining the  
Redwood City team?*

**Submit your application via**  
[PS Communications Lead Dispatcher](#)  
**by October 7, 2024**  
*A City application is required.*

Candidates with a disability, which may require special assistance in any phase of the application or selection process, should advise the Human Resources Division upon submittal of application.

**Examination Process**

Oral Board Interviews tentatively scheduled for the week of 10/14/24

All applications will be reviewed for completion, relevant education, experience, training and other job-related qualifications.

Those who best meet the stated qualifications and requirements for the position will be invited to participate in the selection process which will consist of an oral board interview. The specifics of the selection process will be communicated to those selected candidates.

**WHY JOIN THE REDWOOD CITY TEAM?**



We offer a wide range of meaningful career opportunities with potential for growth, training and development, competitive salaries, flexible work schedules, paid time off, and robust benefits. The Redwood City team is guided by the core values of *excellence, integrity, service, collaboration, inclusion and innovation*. Inherent in these values is a great organizational culture based on trust, strong and supportive leadership, respect, risk-taking, empowerment, and effective communication.

The community is known for its inclusivity, strong engaged neighborhoods, and civic pride. The City works diligently to maintain positive and productive relationships with community partners, together providing outstanding services, programs and opportunities for residents and businesses. This mix of tradition and progress, community, and diversity, makes Redwood City an extraordinary place to work and call home. If you're looking to grow your career as a part of a professional and progressive Police Department team that fosters innovation, creativity and collaboration, we hope you'll apply.

**THE REDWOOD CITY POLICE DEPARTMENT**

We are a progressive police department, which recognizes that by working in a partnership with our community, we can best meet our goals of protecting life and property, improving the quality of life, and reducing crime and the fear of crime. Our motto is:

***"Providing Excellent Service with Integrity and Respect."***

The men and women of the Police Department are proud of our department and of our community and we look forward to working closely with all segments of our community to build and maintain and great environment in Redwood City.

The Department divided into two organizational divisions: **Patrol**, and **Support Services**. We are a professional and progressive organization that takes great pride in providing quality service to our community.

**ABOUT THE POSITION**

Provide supervision over Public Safety Communications Dispatchers; perform clerical/ administrative duties required in the Communications Center; perform all duties of a Public Safety Communications Dispatcher as necessary; assign training and scheduling for Public Safety Communications Dispatchers and oversee progress; and all related work as assigned by the Public Safety Communications Supervisor.



**BENEFITS**

The successful candidate will enjoy the following benefits in \* [SEIU-MOU](#) :

- **Public Employees Retirement System (PERS)** 2%@60 for current “classic” members, 2%@62 for new members.
- **Health Insurance:** Opportunity to select from a variety of plans that are administered by PERS; Maximum City contribution is 2,373/month for 2024.
- **Dental Insurance:** City paid 95% premium.
- **Vision Insurance:** City paid 95% premium.
- **Long Term Disability**
- **Employee Assistance Program**
- **Life Insurance**
- **Bilingual Premium:** 2.5% - 5%
- **Vacation leave:** 10-25 days/year.
- **Sick leave** of 12 days per year
- **Holidays** 14/year and \*Holiday pay)
- **Education Expense Reimbursement:** \$1,500/yr.
- **Fitness center** access at City facilities.
- **Commuter program** available City matches up to \$100/month on commuter expenses.

**Core Values**

To serve and enhance Redwood City’s community, our employees strive to carry out a set of Core Purpose and Values:



**Special Assignment Requirement:**

Public Safety Communications Lead Dispatchers are required to work a regular 4/10 schedule from 1000-2200 either Sunday-Wednesday or Wednesday-Saturday unless circumstances require a temporary modification to ensure public safety.

Public Safety Communications Lead Dispatchers are authorized to fill open Public Safety Communications Dispatcher shifts on an overtime basis.

**Typical duties are, but not limited to:**

*Depending upon assignment, duties may include, but are not limited to, the following:*

- Maintain and update work schedules for Public Safety Communications Dispatchers assign personnel as workloads dictate, and schedule normal and mandatory overtime as necessary. Review, approve, or deny personal time off. Manage shift and vacation bids.
- Prepare physical and/or digital recordings regarding radio and telephone activities resulting in legal proceedings.
- Assign qualified personnel to train new employees in police dispatching; monitor the progress of these employees.
- Compile statistics on calls received.
- Maintain procedure manuals, phone listings, and other related material used frequently in the Communications Center.
- Schedule and attend senior and staff departmental meetings when the Public Safety Communications Supervisor is absent.
- Assist with press releases as needed.
- Maintain incoming/outgoing communications equipment for repair.
- Assist with preliminary report of complaints regarding employee performance, and refer complaints to Public Safety Communications Supervisor for review.
- Schedule, supervise, train, motivate, and evaluate the work of assigned Public Safety Communications Dispatchers.
- Assist Public Safety Communications Dispatchers in emergency situations in the Communications Center.

**VISION FOR THE FUTURE**

The Redwood City Police Department strives to be a model law enforcement agency for others to emulate. We seek to develop and utilize the members of our organization to their fullest potential and encourage their professional growth. As a progressive police department, we seek to employ individuals with a broad spectrum of experience, education, and experiences that will help us deliver superior police services to the valued members of our community. We recognize that excellent customer service, community partnerships and responsiveness to our communities’ needs are the foundation of superior police service.



### THE IDEAL CANDIDATE

Will embrace the City's emphasis on excellent customer service; will be a team player who can work independently with all members of the public; work collaboratively across the organization and establish, maintain and promote positive and effective working relationships with employees, and the public.

Will be able to use their training and experience to mentor and develop communication dispatchers. The successful candidate will be a creative thinker, problem solver; will communicate clearly and effectively orally and in writing and will be able to work in a fast-paced and high stress environment.

#### Prior to Appointment

Candidates will be required to pass a pre-employment physical exam and extensive background check (*at no cost to the candidate*) including the following:

- Criminal History Check
- DMV Check
- DOJ fingerprint check
- Reference check
- Complete a personal history questionnaire.
- Polygraph
- Psychological Evaluation
- Medical Evaluation

#### Employee Safety amidst COVID-19

The City presently provides unlimited COVID testing for employees and their family members. The City typically follows San Mateo County guidance regarding masking and other public health measures.

### MINIMUM QUALIFICATIONS

*Any combination of experience and training that would likely provide the required knowledge and abilities are qualifying. A typical, but not required, way to obtain the knowledge and abilities would be:*

#### Experience:

- Three years' experience performing duties of a dispatcher
- A combination of administrative and/or quality assurance is desirable.

#### Training:

- Completion of POST Communications Training Officer Course.
- Completion of POST 38-hour Crisis Intervention Team training.

#### Knowledge of:

- Modern office procedures, methods, and computer equipment.
- Standard radio or telephone communications receiving and transmitting equipment.
- Uses and capabilities of city computer and dispatch system.
- Geographic features and streets within the area served.
- Procedures and policies pertaining to the dispatching of emergency equipment.
- Principles of supervision, training, and performance evaluation.
- English usage, spelling, grammar, and punctuation.

#### Ability to:

- Communicate clearly and concisely, both orally and in writing.
- Exercise independent judgment and work with a minimum of supervision.
- Understand and follow oral and written instructions.
- Type at a speed necessary for adequate job performance.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Be familiar and current in all aspects of a communications dispatcher to perform that role
- Work various shifts as assigned.



#### The City of Redwood City is proud to be an Equal Opportunity Employer!

*The Immigration Act of 1986 requires proof of identity and eligibility for employment at date of hire. Depending on the number of applications, the above process may be altered. 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.*