

# *City of Carlsbad*

## HUMAN RESOURCES DEPARTMENT (Continuous Recruitment)

### COMMUNICATION OPERATOR II (Lateral Public Safety Dispatcher) Monthly Salary Range: \$3,518 - \$4,276

**FILING DEADLINE:** The City accepts applications for this position year round.



#### **CARLSBAD POLICE DEPARTMENT** *Statement of Values*

*With a commitment to professional excellence we, the members of the Carlsbad Police Department, provide quality service to the community to ensure the preservation of life and property and the maintenance of law and order.*

***In doing so:***

*We protect the rights of all persons.*

*We strive to treat every person with respect, dignity, and compassion.*

*We are committed to personal integrity, common purpose and support of each other as essential to an effective and productive work environment.*

*We provide leadership in our profession as an example for all law enforcement and to guarantee the best possible service to our citizens.*



#### **THE POSITION**

The Carlsbad Police Department is located in Northern San Diego County and is a progressive, growing department with a Communication Section including 13 Communication Operators, and a Communication Supervisor. The Communication Center is a spacious, sound-proof facility which looks out on an open atrium and is equipped with state-of-the-art computerized radio dispatch equipment.

The Communication Operator II works under general supervision of the Communication Supervisor and performs a wide variety of complex clerical and emergency tasks in support of safety operations. The Communication Operator II receives routine and emergency calls and dispatches police, fire and emergency medical units; monitors other radio frequencies and alarm systems, and dispatches appropriate emergency units; coordinates activities with City departments as well as with other emergency services and government jurisdictions; takes reports, handles complaints, and requests for service over the phone and in person; screens and refers selected problems to appropriate supervisor; accepts and routes subpoenas; may assist in the supervision and training of less experienced personnel; uses computer terminals to inquire, enter and check data; cleans and maintains radio and dispatch equipment; performs other responsibilities as assigned.

#### **THE IDEAL CANDIDATE**

The ideal candidate will **have at least one year of experience performing Public Safety dispatching;** will possess strong interpersonal skills in order to interact successfully in stressful and emergency situations and be able to balance and perform multiple tasks simultaneously; must be willing to work rotating 12 hour shifts from 4:00 a.m. to 4:00 p.m., on a 3/12 work schedule; will possess interest in public safety work (i.e. - law enforcement, fire service and EMD); will be reliable and have good judgment. Spanish/English bilingual skills are highly desirable.

## **EMPLOYMENT STANDARDS**

**Knowledge of:** Operational principles and practices of safety emergency communication systems; radio, telephone and dispatch equipment; agencies for handling of safety complaints, problems and emergencies.

**Skill in:** Operating telephone, radio, computer and related communications equipment; emergency telephone communication; maintaining safety of field personnel; analysis, reasoning and decision making.

**Ability to:** Communicate with the public and identify the emergency dispatch needs; handle multiple situations; reason clearly, analyze situations accurately and adopt effective course of action; remain calm and communicate precisely and clearly in emergency situations; exercise sound judgment in making decisions; read, interpret and communicate map and grid information; deploy emergency equipment within specific guidelines; follow rules and procedures regarding police records and files; document facts accurately, legibly and completely under pressure; assist less experienced personnel with safety rules and regulations; establish and maintain cooperative relationships at work; understand and carry out directions; perform duties with minimum of supervision.

**Experience and Education:** Any combination that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to acquire these would be one year of operational experience in public safety dispatch performing duties comparable to those of a Communication Operator I.

**Special Requirements:** **Possession of a P.O.S.T. Basic Complaint/Dispatcher Certificate.** Computer Aided Dispatch (C.A.D.) experience is preferred. Subject to rotating shifts.

**Physical Requirements and Environmental Setting:** Must be able to sit for long periods of time, hear and transmit radio transmissions and instructions, use a keyboard, wear headsets, see and read an activity screen; office environment with little exposure to weather, subject to periods of stressful time-pressure situations and occasional boredom.

## **FILING DEADLINE**

Application materials may be obtained from the City of Carlsbad, Human Resources Department, 1635 Faraday Ave, Carlsbad, CA 92008, (760) 602-2440. **This is a continuous recruitment. Applications will be accepted throughout the year. Please contact the Human Resources Department to determine the next anticipated testing date.**

## **SELECTION PROCESS**

It is important that your application and supplemental questionnaire show all relevant education, training, experience, knowledge, abilities and skills you possess that qualify you for this position. Applications may be rejected if incomplete. When a vacancy exists all application materials will be reviewed and the most qualified candidates will be invited to participate in the selection process. The selection process may consist of a written exam, oral exam, practical exam, and/or application rating. Those candidates who successfully complete the selection process will have their names placed on the eligibility list for one year. Those candidates who are deemed "Highly Qualified" will continue in the selection process and will be required to complete medical and psychological evaluations and a thorough background investigation. The Chief of Police may appoint any individual who has successfully completed the selection process. After the employment offer is accepted, verification of the employee's legal right to work in the United States is required prior to commencing employment. Appointments are probationary for one year.

**EQUAL OPPORTUNITY EMPLOYER**

**Supplemental Questionnaire**

**Instructions:** Please respond to the following questions on one (1) typed 8½" x 11" page. It is important that your response be clear and concise. Do not write, "see resume", as a response. Resumes will not be accepted in lieu of submitting answers to this supplemental questionnaire, but may be included in addition to the required application materials.

1. Please describe your experience that qualifies you for the position of Communication Operator II. Include your skill and experience in the use of telephone and radio dispatch systems and computer keyboarding.

Please include the following statement at the bottom of your questionnaire:

**"I declare the statements on this application and questionnaire are true and complete to the best of my knowledge and belief."**

Please sign and date the questionnaire and attach to the completed City of Carlsbad application for employment.

# *City of Carlsbad*

## *POLICE DEPARTMENT*

### **COMMUNICATION OPERATOR II**

#### **Summary of Benefits**

##### **Bilingual Pay**

Paid \$40.00 biweekly to qualified employees.

##### **Retirement**

The City provides retirement benefits under the Public Employees' Retirement System (PERS). Other benefits covered under PERS include disability, death and survivor benefits. The retirement benefit is based on highest year of income, using 2% at age 55 formula.

##### **Group Health Insurance**

Cafeteria Plan (PERS Health) - choose from PPO or HMO plans.

##### **Life Insurance**

The City provides life insurance equal to one times annual salary. Employees may purchase additional life insurance equivalent to one times base salary.

##### **Uniform Allowance**

\$575.00 per year

##### **Deferred Compensation**

Employees may contribute a portion of their salary to a tax deferred program.

##### **Credit Union**

Provides loans and payroll deduction savings to member employees.

##### **Holidays**

Twelve paid holidays plus one floating holiday per year. Paid at overtime rate.

##### **Vacation**

Paid vacation time begins accruing upon hire and is available for use after six months. One to five years service, 10 days. Six to ten years, 15 days. Ten years plus, 15 days plus 1 day for each year over 10 years up to maximum of 20 days.

##### **Sick Leave**

Accrued at the rate of 12 days per year. Unused sick leave may be accumulated. Sick leave to vacation conversion available each fiscal year. Retirement conversion at 25 days to one month.