

# City of Garden Grove is currently recruiting for the position of

## PUBLIC SAFETY DISPATCHER

The eligibility list resulting from this process is expected to be used to fill current and future vacancies arising in the next six months.

Employees hired at the base step are eligible to move to the second step following six months of satisfactory service; merit increases follow annually thereafter. Applicants with California Police Dispatch experience may be eligible to start at a higher step.

### ***The City as an Employer***

The City of Garden Grove Police Department is made up of dedicated individuals working together to advance and uphold our reputation as one of America's best suburban police forces.

Our greatest strength as an organization is the quality, training and commitment of our workforce. We are now accepting applications for the position of Public Safety Dispatcher, to perform work that is critical to our continuing ability to serve our community well.

Working under general supervision, Public Safety Dispatchers receive and process requests for police, fire and/or emergency medical service, using a computer-aided dispatch system. This job requires individuals who are alert, highly responsible and able to make sound judgments quickly while working in high-pressure circumstances. Dispatchers work a 3/12 shift. Employees are assigned to work day or night shift and may be required to work on weekends and holidays, if staffing or workload dictates. Overtime or working through lunch may also be required if the work is urgent or the workload cannot be covered.

### ***Responsibilities of a Dispatcher***

Using a computer-aided dispatch system to receive and transmit requests for assistance via voice radio, and based on information secured from incoming calls, Public Safety Dispatchers send out personnel and equipment for both routine and emergency service according to established procedures, or as directed by supervisory personnel. This job requires good judgment and the ability to: apply predetermined plans; maintain computer terminal and radio contact with field personnel; receive and transmit information, relay messages, keep command personnel informed of the status of emergency situations; keep records and logs of communication activities and maintain activity logs, special files, lists and maps; learn and maintain familiarity with the locations of streets, specified buildings and facilities to coordinate activity with field personnel on assignment.

### **Requirements:**

**Education and Experience:** Equivalent to graduation from high school and one year of clerical or other related experience involving contact with the public and some use of independent judgment. Public Safety experience and/or completion of POST Public Safety Dispatcher training is highly desirable (CR JUS 079 - available at Golden West College, Huntington Beach).

**Knowledge of:** Customer service techniques and principles; use of personal computers.

### **Ability to:**

Learn the practices and procedures involved in public safety communications work; codes; the operations of radio/telephone receiving and transmitting equipment; the geography of the City, and the location of streets and important buildings; utilize the computer-aided dispatch system and computerized record systems; read and interpret maps; work in a regimented environment and exercise good judgment; retain information; provide quality customer service and maintain a courteous, patient, and professional attitude on all radio and phone contacts; keep detailed and accurate records,

and prepare reports.; hear accurately and speak clearly and distinctly; type a minimum of 30 words per minute.

**Other Requirements:** Applicants must not have any felony convictions.

**The ability to speak Spanish, Vietnamese, or Korean is highly desirable.**

### ***How to apply***

- Applications may be downloaded from our website at [www.ci.garden-grove.ca.us](http://www.ci.garden-grove.ca.us) by following the links: Jobs, Current Job Openings, Employment Application. You may request that an application be mailed to you by emailing [ggjobs@ci.garden-grove.ca.us](mailto:ggjobs@ci.garden-grove.ca.us) or by calling our recorded job line (714) 741-5016; or may be picked up in person at the Human Resources Department at City Hall, 11222 Acacia Parkway, Garden Grove, CA. City Hall is open Monday - Thursday, 7:30 a.m. -5:30 p.m., and is closed every other Friday; alternate Friday hours are 7:30 a.m. -5:00 p.m. City Hall will be closed Friday, October 12th.
- **The deadline to submit your application packet is 5:00 p.m. Thursday, October 25th. Postmarks and FAXs will not be accepted**
- **Complete application packets must include:**
  - 1) **City of Garden Grove Employment Application**
  - 2) **Typed responses to the Supplemental Questionnaire**
  - 3) **Completed Willingness Questionnaire**
- The job application must be completely filled out; a resume cannot be substituted for complete information. Be sure to detail your education, training or other relevant coursework that would make you a particularly strong candidate.
- Your application and supplemental information will be reviewed very carefully, and only those who appear to have the best qualifications will be invited to continue in the selection process.

***Additional information continued on second page***

- Meeting the minimum requirements does not guarantee an invitation to further testing.
- The selection process will include a POST Dispatch written examination, a typing speed test (a speed of 30 WPM is required), and a panel interview.
- **Typing speed requirements:** We encourage you to present valid certification from an appropriate source\* that documents your ability to type at the speed required (\*i.e., a Temporary Agency, school or current employer); this would substitute for the typing test portion of our selection process. Acceptable certificates are those issued within the past 12 month Internet certificates are not accepted.
- Candidates who may need accommodations during the selection process must call the Human Resources Department at least one week prior to any test dates.
- Candidates considered for appointment to a position must pass a thorough background investigation, a psychological evaluation, and a pre-placement medical examination, which includes a drug and alcohol-screening test, and will be required to take a Polygraph/Computer Voice Stress Analysis (CVSA) Examination.
- The recruiter for this position is Nancy Ralsten, and she can be reached at nralsten@ci.garden-grove.ca.us.

### ***Our Excellent Benefits Package***

**Vacation:** Accrues at the rate of: After 1 year, 80 hours; years 2-9, 120 hours; years 10-14, 144 hours; years 15 – 19, 168 hours; years 20 – 24, 207 hours; year 25 and thereafter, 246 hours. **Holidays:** 90 hrs. per year. **Sick Leave:** Accrues at 8 hrs. for each full calendar month of service. **Insurance - Cafeteria Plan Spending Fund:** Employees receive a monthly allowance with which to purchase medical and dental benefits for themselves and their dependents. Any unused portion of the allowance may be put into a deferred compensation plan or Flexible Reimbursement Account, or taken as cash at the

end of the year. The City also provides a Flexible Reimbursement Account into which employees may tax-defer funds to use to pay for childcare or to cover those health and dental care expenses (deductibles, etc.) that are not reimbursed by an insurance carrier.

**Retirement:** Employees are covered by the "2.5 % at 55" single highest year option of the Public Employees' Retirement System (PERS) plan. Employees contribute eight percent (8%) of salary to PERS on a tax-deferred basis.

**Deferred Compensation Program:** Employees may deposit \$15,500 per year into a 457 plan.

**Bilingual Incentive:** After qualification, employees are eligible for \$70 per pay period for use of Spanish, Vietnamese, or Korean bilingual skills.

**Tuition Reimbursement:** Employees who successfully pass probation may receive up to \$2,000 per year for pre-approved completed coursework toward a college degree.

**Rideshare Program:** Incentives in the form of various gift certificates and transportation subsidies are provided to encourage ride sharing and other types of alternate commuting modes.



**THE CITY OF GARDEN GROVE PROUDLY PROMOTES DIVERSITY IN EMPLOYMENT**

City of Garden Grove, 11222 Acacia Parkway,  
PO Box 3070, G.G, CA 92842

[www.ci.garden-grove.ca.us](http://www.ci.garden-grove.ca.us)

**Recruitment #18029**

# City of Garden Grove Employment Opportunity

## PUBLIC SAFETY DISPATCHER

**We anticipate creating an eligibility list that may be used to fill current and future vacancies for this classification, so apply now!**

### **SALARY RANGE:**

**\$4,251 – \$5,696 per month**  
Placement into specific salary depends upon qualifications.

**Applications  
are due in our office  
by 5:00 p.m., Thursday,  
October 25, 2007**



# City of Garden Grove

## Willingness Questionnaire for Public Safety Dispatcher

Your Name: \_\_\_\_\_ Date: \_\_\_\_\_  
*please print*

**INSTRUCTIONS:** While there are many satisfying and rewarding aspects of being a Public Safety Dispatcher, the job also presents some real challenges. Read and consider your willingness, and your ability to complete each of the following tasks as part of the job. Next to each item, place a check in the appropriate column.

AS A PUBLIC SAFETY DISPATCHER, WOULD YOU BE WILLING AND ABLE TO:	YES	NO
• Work a "3/12 schedule" (three twelve-hour shifts) per week? Assigned shift times are: day shift (6am-6pm), or night shift (6pm-6am).		
• Change to a different work shift, depending on departmental staffing needs, approximately every six weeks during training and every six months thereafter? (Individual preferences MAY be able to be accommodated, but there are no guarantees.)		
• Work weekends and holidays, depending on your assigned work schedule? (If you are assigned to work on a holiday, you will receive either compensatory time off or appropriate pay.)		
• Stay physically at your worksite except for two, 10-minute breaks and lunch, depending upon the workload (i.e., you will not be able to walk around, use the restroom, get coffee, etc.)?		
• Have your lunch and rest breaks scheduled for you, as opposed to being able to schedule your own?		
• Work in an organization that is structured on a "military" model, where you may be required to wear a uniform, under-go regular uniform inspections and where everyone maintains a highly structured "chain-of-command"?		
• Have limited opportunities to socialize with co-workers during your shift due to the heavy workload?		
• Receive rigorous training to ensure your work contains only minimal errors because accuracy is a <i>must</i> ?		
• Work at a rapid pace for extended periods of time, performing repetitious tasks that require very careful attention to detail?		
• Receive daily ratings of your job performance during your six months of training, which includes both positive feedback and discussion of those areas where your performance needs improvement?		
• Work at a computer terminal for extended periods of time while maintaining intense concentration?		
• Learn complex computer and phone systems?		
• Respond pleasantly and quickly to multiple interruptions and requests where urgency is a factor?		
• Sit for extended periods of time at a small, confined work area in a room with low lighting?		
• Strictly maintain the confidentiality of all of the information to which you are exposed?		
• Provide courteous customer service to all people you come into contact with, whether by person or telephone, including Police Department and court personnel, those who may have poor English comprehension or difficulty communicating in English, those who are upset or irrational, or people who may not observe the same courtesy level with you?		
• Answer and respond to calls where a violent crime is in progress, and make quick decisions on which one or more person's safety is at stake?		
• Diffuse problem situations effectively, even when confronted with abusive language or angry behavior?		
• Undergo a thorough background investigation which includes, but is not limited to, the review of: legal documents, police and driving records; your credit profile; your motor vehicle insurance; and questions made to, and comments received from, family members, spouses, ex-spouses, neighbors, business references, etc.?		

**Turn to reverse side to find the supplemental questions.**

Supplemental Questionnaire for Public Safety Dispatcher

IMPORTANT INFORMATION AND INSTRUCTIONS --- READ CAREFULLY:

This supplemental questionnaire will help us get a better picture of your qualifications. Based upon the review of your application materials, you may or may not be screened in for this job; applications will be screened for those whose backgrounds and qualifications appear to be the best fit for the Public Safety Dispatcher position.

Be sure to submit this supplemental application questionnaire with your City application. Without it, your application will be considered incomplete and you may be disqualified from this process.

Please type your answers to the following questions. Type your name in the upper left corner of your document and limit your complete document to two pages.

1. *If you checked NO to any of the Willingness Questionnaire items listed on the other side, please explain.*
2. Please describe what abilities, skills, and personal characteristics or traits you possess that would make you a good fit for the job of Public Safety Dispatcher; and why AND how your background, training and/or experience qualifies you for this position.
3. Public Safety Dispatchers work in very fast-paced, team-oriented working environment, and must work weekends, holidays, nights and change shifts on a regular basis. Why does this kind of job appeal to you?
4. *The ability to speak Spanish, Vietnamese, or Korean is highly desirable, but not necessary to be successful in this position.*  
*In which of the three languages mentioned above, if any, do you have full fluency? (Full fluency = ability to read, write, and speak effectively)*