

City of Garden Grove is currently recruiting for the position of COMMUNICATIONS SHIFT SUPERVISOR

We currently have two vacancies. The Eligibility List resulting from this process is expected to be used to fill these and future vacancies arising in the next six months.

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 strengths as an organization is the quality, training and commitment of our workforce. We are now accepting applications for the position of Communications Shift Supervisor, to perform work that is critical to our continuing ability to serve our community well.

Working under direction, Communications Shift Supervisors assist in the supervision of an assigned shift within the Communications Dispatch Center of the Police Department. This job requires individuals who are alert, highly responsible and able to make sound judgments quickly while working in high-pressure circumstances. Supervisors work a 3/12 shift. Employees are assigned to work one of two shifts (day, or night shift) and required to work on weekends and holidays, if staffing or workload dictates. Overtime or the need to work through lunch may also be required, if the work is urgent or the workload cannot be covered.

Responsibilities of a Communications Shift Supervisor

Communication Shift Supervisors perform a variety of supervisory and job related duties, such as:

- Supervising and assisting shift personnel with the operation of the Communications Center

- Ensuring that personnel perform duties in accordance with departmental policies and procedures
- Performing tasks required of a dispatcher, including operating the computer aided dispatch system and booting-up the system
- Conducting necessary training of new employees and existing personnel regarding changes in policies, procedures or equipment
- Counseling employees regarding job performance and other related issues
- Preparing work schedules
- Assisting with the general maintenance of computer programs and general equipment
- Identifying training needs and assisting with the design of training programs
- Producing employee evaluations
- Writing clear, concise reports and memos
- Maintaining effective communications with Operational Bureau field supervisors, the Watch Commander, and the Communications staff
- Assisting with the development and implementation of new policies, procedures and programs
- Updating computerized reference tables
- Conducting meetings and discussions
- Producing court tapes

REQUIREMENTS:

Education and Experience: Two years experience as a dispatcher working with a computer aided dispatch system within an emergency response operation, and equivalent to graduation from high school.

Knowledge of: Supervisory techniques; report writing techniques; computer aided dispatch systems; computerized record systems; counseling techniques; dispatch duties and responsibilities; training techniques and procedures; and customer service techniques and principles.

Ability to: Create staff schedules; organize and supervise work of subordinates; effectively apply laws, rules, and regulations; prepare and conduct training; conduct effective meetings; counsel employees; prepare clear, concise reports; maintain open

communications with department personnel; perform functions of dispatch position; operate computer keyboard; communicate verbally and in writing; exercise good judgment in emergency situations; commit to providing quality customer service.

Other Requirements: Type a minimum of 30 words per minute. 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 by following the following 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 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 and Friday, October 26th.
- **The deadline to submit your application packet is 5:00 p.m. Thursday, November 1, 2007. Postmarks and Faxes 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.

Additional information on second page

- 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.
- The recruitment process will include a typing speed test (a speed of 30 WPM is required), and a panel interview.
- Candidates who may need accommodations under the ADA during the selection process must call the Human Resources at least one week prior to any test dates.
- **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 months Internet certificates are not accepted.
- 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 recruitment is Nancy Ralsten, Senior Human Resources Analyst, 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; and 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. **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
Recruitment #18028

City of Garden Grove Employment Opportunity

COMMUNICATIONS SHIFT SUPERVISOR

We currently have two full-time vacancies and we anticipate creating an eligibility list that may be used to fill current and future vacancies for this classification, so apply now!

SALARY RANGE:

\$ 4,696 – \$6,293 per month
Placement into specific salary depends upon qualifications.

**Applications
are due in our office
by 5:00 p.m., Thursday,
November 1, 2007**



**City of Garden Grove - Willingness Questionnaire
Communications Shift Supervisor**

Your Name: _____ **Date:** _____
please print

INSTRUCTIONS: While there are many satisfying and rewarding aspects of being a Communication Shift Supervisor, 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 COMMUNICATIONS SHIFT SUPERVISOR, 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.? | | |

Please answer the supplemental questions on the back.

- OVER -

Supplemental Questionnaire for **Communications Shift Supervisor**

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 Communications Shift Supervisor 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 your previous and/or current experience in the following areas:
 - Supervising and/or serving as a lead
 - Providing training
 - Radio Dispatching