

# **Police Dispatcher-Clerk**

---

---

## ***Salary / Benefits*** **\$3,785 – \$4,596/per month**

The City pays both the employer and employee contribution to the Public Employees' Retirement System for the 2.7% @ 55 plan. Benefits include a cafeteria-style medical plan, plus dental, vision, paid life insurance and group disability insurance, sick leave, vacation, holiday time, annual uniform allowance, and education tuition reimbursement. A bilingual bonus program is available for employees who qualify.

## ***Essential Functions***

Must be able to perform essential job functions, which include but are not limited to: work 12-hour shifts for a total of 80 hours every two weeks; ability to communicate effectively in English, both orally and in written form; ability to read and understand English language documents; receive incoming telephone, teletype, and radio calls, directing each communication to its appropriate destination; receive telephonic and in person complaints of accidents, crimes, incidents, disturbances, situations or occurrences and advises or dispatches, via telephone or radio, the appropriate officers; secures and records accurate information as to time, date, nature, disposition, etc., on all reported occurrences by typing entry into Computer Aided Dispatch (CAD) system;

maintain constant status record of all police units on shift; make inquiries and enter data in local, state, and national computer data systems; answer inquiries by the public as to departmental procedures, policies and activities; participates in training staff in assigned areas of responsibility including emergency dispatch methods, procedures and techniques; operate standard office equipment; female dispatchers may act as police matron in booking, searching and transportation of female prisoners as required; and perform other related duties as assigned.

## ***Minimum Qualifications***

**Knowledge of:** English usage, spelling, grammar and punctuation; modern office methods; some knowledge of police procedures is desirable.

**Ability to:** Type accurately at a minimum of 40 WPM; learn to perform a variety of emergency and non-emergency dispatch duties; learn to react calmly and effectively to emergency situations; learn to establish priority of emergency situations; learn to effectively communicate and elicit information from callers; learn to analyze and interpret maps of city geography; learn to operate 9-1-1 system, radio transmitting system, and Computer Aided Dispatch (CAD) system; learn to respond to and resolve difficult and sensitive citizen inquiries and complaints; prepare and maintain a variety of files, records and reports; understand and follow oral and written instructions; operate a variety of office equipment; learn to interpret and apply Federal, State and local policies,

procedures, laws, codes and regulations; perform work without immediate supervision; work rotating shifts including week-ends and holidays.

**Education/Experience:** High school graduate or equivalent and two years of general office work. Proficiency in a second language such as Cantonese, Mandarin, Vietnamese or Spanish is desirable.

## ***Selection Process***

Candidates who meet the minimum requirements will be invited to take the written examination. The written examination will be the P.O.S.T. Entry-Level Dispatcher Selection Test Battery, which measures verbal ability, reasoning ability, memory ability, and perceptual ability. Those who pass the written examination will be invited to the oral board interview.

Written Examination: Weighted 25%  
Oral Interview: Weighted 75%

Successful candidates will be ranked on an employment list arranged in order of final scores from highest to lowest.

Candidates must pass a background, polygraph, psychological exam, medical exam, and a drug/alcohol screen prior to appointment.

Continued . . .

## How to Apply

**City application** and **typing certificate** (issued within one year of “apply by” date) from an accredited business school, adult school, or employment agency, verifying a NET speed of 40 WPM must be submitted by **5:00 p.m., Friday, August 21, 2009**. Postmarks are not accepted and the City assumes no responsibility for failure to deliver by mail carrier. Submit applications and a typing certificate to the Personnel Department. Applications are available at San Gabriel City Hall, 425 South Mission Drive, San Gabriel, CA 91776, (626) 308-2804 or at [www.sangabrielcity.com](http://www.sangabrielcity.com).

## Accommodation

If you require special accommodations due to a legal disability, please inform the Personnel Department five (5) days prior to the date of the examination.

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.

For more information contact:  
San Gabriel Personnel Dept.  
425 S. Mission Drive, San Gabriel  
(626) 308-2804

Hours: 8:00 a.m. to 5:00 p.m.  
Monday, Wednesday, Thursday, Friday  
Tuesday, 8:00 a.m. – 6:30 p.m.



An Equal Opportunity Employer

## About the City of San Gabriel

The City of San Gabriel, “Birthplace of the Los Angeles Region” is a unique, special place. A general law city under the laws of the State of California, the City of San Gabriel was incorporated on April 24, 1913. San Gabriel is 4.1 square miles, with a population of approximately 40,000 residents. San Gabriel is governed by a City Council / City Manager form of local government. Five City Council members are elected for four-year terms, which are alternated to provide for continuity in forming policies and legislative ordinances. San Gabriel is the site of Mission San Gabriel Arcangel founded in 1771 as the 4<sup>th</sup> mission in the Franciscan chain of 21 California missions. The events that have taken place in San Gabriel for more than 230 years, and the kaleidoscope of peoples and cultures who have called San Gabriel home, have shaped our community into a rich, fascinating city.

## Location

San Gabriel is eleven miles northeast of the City of Los Angeles in the San Gabriel Valley, approximately two miles southeast of the City of Pasadena, and thirty miles northeast of the nearest seaport of Los Angeles/Long Beach. Part of Los Angeles County and the Los Angeles Metropolitan area, San Gabriel is adjacent to the communities of Alhambra, San Marino, Temple City, Rosemead, and Monterey Park. For more information about the City of San Gabriel, visit our website at [www.sangabrielcity.com](http://www.sangabrielcity.com).

## An exciting opportunity



**to become a . . .**

# San Gabriel Police Dispatcher-Clerk