

**VENTURA COUNTY FIRE PROTECTION DISTRICT INVITES APPLICATIONS FOR:**



**Public Safety Dispatcher I/II  
1958FPD-10AA**

*An Equal Opportunity Employer*

**SALARY RANGE (approximate)**

\$15.57 - \$24.01  
Hour

\$2,698.80 - \$4,161.73  
Monthly

\$32,385.60 - \$49,940.80  
Annually

This posting is for the Ventura County Fire Protection District; vacancy location is Camarillo.

**POSITION INFORMATION**

Under immediate supervision (I), or general supervision (II), receives requests for assistance, evaluates type of assistance needed, and dispatches appropriate public safety personnel by utilizing computerized 9-1-1 telephone system, computer-aided dispatch system, computerized radio system, and related database and computerized equipment; and performs related duties as assigned.

**ADVANCEMENT TO II LEVEL:** Progression to the Dispatcher II level will be non-competitive upon meeting the qualification requirements for the II level and upon recommendation by the hiring official.

**SALARY RANGE**

Public Safety Dispatcher I: \$15.57 - \$22.87 per hour

Public Safety Dispatcher II: \$16.33 - \$24.01 per hour

**BASE SALARY LISTED ABOVE DOES NOT INCLUDE SCHEDULED OVERTIME PAY.** After completion of the initial training period, Fire Dispatchers are scheduled to work ten 24-hour shifts per month. Base pay plus scheduled overtime pay and night differential for a Fire Dispatcher I currently averages approximately \$4,519.00 to \$6,639.00 per month; Fire Dispatcher II currently averages \$4,740.00 to \$6,969.00 per month.

**EMERGENCY MEDICAL DISPATCH (E.M.D.) PREMIUM PAY:** All Public Safety Dispatchers who possess an Emergency Medical Dispatcher qualification shall be eligible to receive an Emergency Medical Dispatch premium payment of \$85.24 bi-weekly.

**EDUCATIONAL INCENTIVE:** Possible educational incentive of 2.5%, 3.5%, or 5% based on completion of Associate's/Bachelor's/Master's degree.

**BILINGUAL INCENTIVE:** Possible bilingual incentive depending on the MOA and the needs of the department.

**AGENCY/DEPARTMENT:** Fire Protection District

Public Safety Dispatchers are represented by the Service Employees International Union (LOCAL 721) and are eligible for overtime compensation.

The eligible list established for this position may be used to fill existing and future regular, temporary, fixed-term, intermittent and extra-help positions within the Fire Protection District. There are currently five (5) vacancies.

NOTE: This class is within a bargaining unit that is subject to an "agency shop" arrangement, which mandates all regular employees either join Local 721 of the Service Employees International Union (SEIU) and pay dues as a member, or pay either a "service fee" to Local 721 or direct that an amount equivalent to the "service fee" be distributed to a qualified charitable organization.

**OPENING DATE:** February 2, 2010

**CLOSING DATE:** Continuous, may close at any time.

**Examples Of Duties:**

- Receives 9-1-1 and other emergency telephone calls for fire and medical emergencies. Determines the nature and location of the emergency; determines priority and enters information into the Computer-Aided Dispatch (CAD) system. Answers non-emergency calls for service, determines type of assistance required, and provides appropriate assistance as needed;
- Provides pre-arrival medical instructions to callers utilizing established Emergency Medical Dispatch protocols and follows established protocols for Priority Medical Dispatch program;
- Simultaneously receives, keyboards, and transmits information to dispatch fire and emergency medical resources, including aircraft. Provides dispatching services for multiple agencies, following multiple agency dispatching protocols; determines appropriate personnel, apparatus and equipment to be dispatched using radio and/or computer systems; enters and updates information on computerized systems;
- Coordinates communications between multiple units, agencies and jurisdictions, including aircraft, responding to fire and emergency medical incidents. Simultaneously monitors and transmits on multiple radio channels and multiple transmitters; maintains contact with and monitors status of field units;
- Utilizes System Status Management protocols to ensure optimum geographic coverage through deployment of resources by type and availability; following multiple agency protocols: monitors diversion status of all hospitals and specialized units within each hospital;
- Operates specialized computer systems to prepare, input, and obtain state/regional fire or emergency medical services activity, resource deployments, and daily fire weather information through WIMS, RDMX, and R.O.S.S. computer systems. Gathers information and completes forms for incident cost analysis and recovery;

- Performs specialized dispatch functions related to the responsibilities of a CAL-EMA Mutual Aid Operational Area Coordinator Dispatch Center, and specialized functions of a CAL-FIRE Contract County Dispatch Center;
- Public Safety Dispatcher II's are required to provide training for entry-level dispatch staff.

### **TYPICAL QUALIFICATIONS**

#### **Public Safety Dispatcher I:**

Ability to:

- Learn emergency dispatching methods and operation of various communications and computer equipment; Fire and Emergency Medical Services equipment and resource capabilities, and develop strategies for various types of Fire and Emergency Medical Services emergencies;
- Hear multiple conversations simultaneously, distinguishing between voices and sources to obtain relevant information quickly and accurately;
- Speak clearly, distinctly, concisely and correctly over the radio and telephone;
- Type on computer keyboards, operate mouse and foot controls while conversing on the radio and/or telephone;
- Prioritize tasks and perform multiple tasks simultaneously in a fast paced, high stress emergency work environment;
- Make immediate decisions and react in a quick, calm, controlled and effective manner in emergency situations;
- Read, understand and interpret complex maps; develop working knowledge of Ventura County geography including cities, jurisdictional boundaries, freeways, roadways, and landmarks;
- Interpret and apply rules, regulations, policies and procedures utilized in emergency services dispatching;
- Learn to assess conditions of patients with medical emergencies and provide emergency medical pre-arrival instructions to callers following specific emergency medical dispatch protocols.

**Public Safety Dispatcher II:** One year of experience comparable to a Public Safety Dispatcher I. Experience must include operation of a Computer-Aided Dispatch System (CAD), 9-1-1 telephone system, and radio dispatching. Experience with Emergency Medical Dispatch is highly desirable.

**MANDATORY JOB ORIENTATION:** All applicants are required to attend a pre-test job orientation.

**NECESSARY SPECIAL REQUIREMENTS:** A typing certificate (net rate of 40 wpm) of proficiency is required to be considered in the examination process. The typing certificate must be presented at the mandatory job orientation. Please see the following county website for "Typing Tests and Locations": [www.ventura.org/hr](http://www.ventura.org/hr)

**SUPPLEMENTAL INFORMATION:** Work is performed in a dispatch center and requires sitting for long periods of time, extensive keyboarding and operation of mouse and foot controls, wearing of a headset, and wearing of uniforms.

**NOTE:** Applicants who do not indicate on their application the availability to work all shifts and availability to work in Camarillo, WILL BE ELIMINATED FROM THE EXAMINATION PROCESS.

### **EXAMINATION PROCESS**

**FINAL FILING DATE:** This is a continuous recruitment and can close at any time. Applications must be received by the County of Ventura, Human Resources Division, 800 S. Victoria Ave., Loc. # 1970, Ventura, CA 93009, no later than 5:00 p.m. on the date the recruitment closes.

To apply on-line refer to web site: [www.ventura.org/hr](http://www.ventura.org/hr). If you prefer to fill out a paper application form, please call (805) 654-5129 for application materials. We do not accept resumes in lieu of our application form, nor do we accept any application materials via email.

Applicants should provide sufficient information under the Education/Work Experience portion of the application and Supplemental Questionnaire, if applicable, in order to determine eligibility. A resume may be attached to supplement your responses in the above sections; however, it may not be substituted in lieu of the application.

**APPLICATION EVALUATION – qualifying:** All applications will be reviewed to determine whether or not the stated requirements are met. Those individuals meeting the stated requirements will be invited to the job orientation.

**MANDATORY JOB ORIENTATION:** All applicants must attend one of the job orientations to receive a testing date. The job orientations dates are March 2 and 6, 2010 in the City of Camarillo.

**PRACTICAL EXAMINATION:** (100%) Candidates will be required to complete a job related practical exam and successfully demonstrate possession of the knowledge, skills, abilities, and other work behaviors essential to performing the job. Candidates must earn a score of 75% or higher on the computer based CritiCall practical examination to be placed on the eligible list.

The testing period for the Practical Examination is tentatively scheduled for March 22 through April 9, 2010 in Camarillo.

Candidates successfully completing the examination process may be placed on an

eligible list for a period of one (1) year.

**BACKGROUND INVESTIGATION:** Applicants who receive a conditional job offer will be subjected to a thorough background investigation which may include inquiry into past employment, education, credit, criminal background information and driving record.

**PHYSICAL/PSYCHOLOGICAL EXAMINATIONS:** Applicants who receive a conditional job offer will undergo a physical and psychological evaluation.

For further information about this recruitment, please contact Gerald Chambers by e-mail at [gerald.chambers@ventura.org](mailto:gerald.chambers@ventura.org) or phone (805) 389-9739.