

## ABOUT THE POSITION

West-Comm is looking for enthusiastic, flexible, and dedicated Police Dispatchers who have a proven background in job performance. The Police Dispatcher serves as the primary link between the public and the Police Officers in the field.

Entry-level Police Dispatchers at West-Comm will work a 4/10 schedule during the initial training period. Upon completion of the training, Police Dispatchers will be assigned to work a 3/12 or modified 4/10 schedule.

## ESSENTIAL FUNCTIONS

Duties and responsibilities may include, but are not limited to, the following:

- Receive emergency telephone calls and assist citizens with requests for service and general inquiries.
- Evaluate each call and dispatch appropriate Public Safety personnel to handle situation.
- Use Computer-Aided Dispatch (CAD) and Records Management System (RMS).
- Maintain appropriate record.
- Perform typing assignments, including data entry.

## QUALIFICATIONS

### Knowledge of:

- General office procedures and receptionist techniques.

### Ability to:

- Report for work as assigned.
- Interpret and give both verbal and written instructions.
- Communicate effectively, both verbally and in writing.

- Speak clearly and concisely over the radio and telephone.
- Interpret rules, regulations, policies and procedures.
- Operate equipment and systems with an acceptable level of proficiency.
- Type at a net speed of 35 wpm.
- Prioritize and multi-task.
- Make sound decisions using all available information.
- Accomplish tasks in a controlled, effective manner, including while handling critical incident calls.
- Establish and maintain effective and cooperative working relationships with those encountered in the performance of duties.
- Work holidays and weekends, as well as day, night and graveyard shifts.

**Education and Training:** Applicants must possess a high school diploma or equivalent and any combination of experience, education and training that provides the required knowledge, skills and abilities described above, which must include extensive public contact experience. **No prior dispatching experience required.**

**Other Requirements:** Must be a U.S. citizen of good moral character and free from conviction of a felony or serious misdemeanor.



## APPLICATION PROCEDURE

The following materials must be included in the application package for consideration for this position:

- **West-Comm Application for Employment**
- **Supplemental Questionnaire**
- **Typing Certificate (See Attachment)**

Application materials may be obtained from the following:

**City of Cypress – Personnel Office**  
**5275 Orange Avenue**  
**Cypress, California 90630**

**City of Cypress website:**  
[www.ci.cypress.ca.us](http://www.ci.cypress.ca.us)

**24-Hour Jobline (714) 229-6681**

### **Application Deadline:**

All application materials must be submitted to the Personnel Office by:

**Friday, April 28, 2006**  
**At 5:00 P.M.**

No facsimiles or postmarks accepted.

**Visit the City of Cypress website at:**  
[www.ci.cypress.ca.us](http://www.ci.cypress.ca.us)

*The provisions of this bulletin do not constitute an expressed or implied contract. Any provisions contained in this bulletin may be nullified or revoked without notice.*

## SELECTION PROCESS

Application materials will be screened for qualifications. Those applicants determined to be most qualified for the position will be invited to participate in the selection process which may include, but not be limited to:

- West-Comm Application (Qualifying)
- Supplemental Questionnaire (Qualifying)
- Typing Certificate (Qualifying)
- Written Examination (Pass/Fail)
- Sit Along (Pass/Fail)
- Oral Interview (100%)

After a **CONDITIONAL OFFER OF EMPLOYMENT** is made, candidates must pass a thorough background review including a fingerprint check and polygraph examination. A physical examination with alcohol and controlled substance screening and a psychological examination are required prior to appointment as a Police Dispatcher.

*Special Accommodation for legal disability if a written request accompanied by proper documentation is submitted to the Personnel Office five days prior to testing.*

## ABOUT WEST-COMM

The West Cities Police Communications Center (West-Comm) was formed by a Joint Powers Agreement between the cities of Cypress, Los Alamitos and Seal Beach. The center is located at the Seal Beach Police Department, just one mile from the ocean and the historical Old Town District. Its state-of-the-art equipment includes Motorola Gold Elite radios and the Vesta 9-1-1 telephone system, as well as flat panel monitors at each console. The center has

large windows providing natural light and beautiful views in three directions. West-Comm is a civilian-managed organization committed to providing quality public safety services. To achieve this, it values diversity among staff and encourages each employee to take personal responsibility and make individual contributions. It is committed to professional and technical progress and motivated performance while serving as the vital link between the public and the police agencies it serves.

## EMPLOYEE BENEFITS

A competitive package is provided which includes West-Comm paid medical, dental, vision, retirement membership in the California Public Employees' Retirement System (PERS), Life Insurance, Short-Term/Long-Term Disability Insurance, Education Reimbursement, Shift Differential Pay, Bilingual Pay, Employee Assistance Program, and paid leave programs, including 12 Holidays and compensatory time. West-Comm Police Dispatchers work a 4/10 or 3/12 work schedule.

## EQUAL OPPORTUNITY EMPLOYER

West-Comm does not discriminate on the basis of race, religion, creed, sex, color, national origin, ancestry, age, disability, marital status, sexual orientation or gender identity. Equal employment opportunity will apply to all personnel actions, including but not limited to, recruitment and selection, training, promotions, compensation, evaluation, discipline and layoffs.

*Consider a Career as a  
Police Dispatcher  
with West-Comm!*

# POLICE DISPATCHER Entry-Level



**Monthly Salary Range:**

**\$3,772 - \$4,585**

*(Eff. 6/30/06: \$3,885 - \$4,723)*

***Apply By:***

**Friday, April 28, 2006**

**5:00 P.M.**

*An Open/Competitive Recruitment  
05-06-16*