

READY FOR THE CHALLENGE?

EMERGENCY DISPATCHER / CLERK I

ENTRY LEVEL

APPLICATION DEADLINE: *Friday, April 15, 2011 @ 5:00 PM*



**Personnel Department
1 Civic Center Drive
Scotts Valley, CA 95066**

**The City Of Scotts Valley is an Affirmative Action/Equal Opportunity Employer.
Women, minorities and persons with disabilities are encouraged to apply.**

ENTRY LEVEL: \$3,890 per month (*includes an automatic 8 hours overtime due to 3/12 shift and monthly holiday pay*) or salary step dependent upon experience (Top Step \$4,728).

EMPLOYEE BENEFITS -

RETIREMENT: PERS Retirement System (2.5% at 55) paid by the City of Scotts Valley with single highest year.

HEALTH INSURANCE: Medical / prescription; premiums paid by the City up to PERS Choice premium amount. Dental / vision premiums paid by the City of Scotts Valley.

LIFE INSURANCE: \$50,000 Life; \$50,000 Accidental Death & Dismemberment.

UNIFORM ALLOWANCE: Fully provided by the City of Scotts Valley, including cleaning.

VACATION: Full-time employees are eligible for 80 hours of vacation per year up to 5 years of service; 120 hours from 5 to 10 years of service; 160 hours for 10 to 15 years of service; 168 hours for 15 or more years of service.

HOLIDAYS: Full-time employees are required to work holidays; however, are compensated at a rate of 4 additional straight time hours when a holiday falls on their 12 hour working shift.

SICK LEAVE: Unlimited sick leave accumulation at ninety-six hours per year. The City has a sick leave buy-back incentive program.

PRE-TAX DEDUCTIONS: The Medical Reimbursement Account allows employees to make pre-tax deductions for allowable medical expenses not covered by the medical plan. The Dependent Care Assistance Program allows employees to make pre-tax deductions for child care.

BILINGUAL PAY: The City shall provide a monthly allowance of \$150 for bilingual speaking skills, upon the recommendation of the Chief of Police.

EDUCATION INCENTIVE: Personnel are eligible for the following monthly education incentive compensation: AA/AS: \$150; BA/BS: \$250; MA: \$300.

OTHER BENEFITS INCLUDE: Access to credit union, tuition reimbursement for job-related courses approved by the Chief of Police, employee membership in Operating Engineers' Local Union No. 3, PERS home loan program, direct payroll deposit, and deferred compensation plan.

THE DEPARTMENT:

The Scotts Valley Police Department serves a community of over 11,000 citizens. During work hours, the population may swell to over 30,000. There are 22 sworn police officers assigned to such areas as patrol, traffic enforcement, investigations, juvenile and training, and 7 non-sworn Emergency Dispatchers as well as 2 non-sworn support personnel. The Police Department is a service oriented agency.

SCHEDULE:

All Emergency Dispatcher / Clerk I personnel currently work a 12 hour / 3-4 day or night work schedule.

THE POSITION:

Emergency Dispatcher / Clerk I's perform any combination of the following duties, depending on specific assignment; answer 9-1-1 calls in Primary Public Safety Answering Point; screen and disburse calls as appropriate; maintain mental and physical acuity, think clearly and act quickly during stressful emergencies; receive information via telephone, in person or over radio waves, listen carefully, and following department policy and procedure, extract pertinent facts, offer calm assurance to distraught, excited or angry callers; then relay those pertinent facts accurately, as quickly as possible, for appropriate action; speak clearly in a calm or in an assertive, commanding voice, as appropriate; observe and accurately recall names, faces, numbers, incidents and places; observe and recognize unusual or dangerous situations or events; take direction from several supervisors; quickly learn and retain knowledge of local jurisdiction; read statutes, reports, memos, training material, etc; evaluating and inquiring in order to make proper determinations; review and study information for later recall such as wanted persons and vehicles; data entry of police reports and other documents; maintenance of department logs, photocopying documents, making inquiries and entries into local county, state and national computer networks; make mathematical calculations at a high school level; maintain confidentiality of sensitive information in accordance with the law; operate typewriter or computer keyboard accurately at the rate of 45 words per minute (minimum speed); maintain a manual filing system; type miscellaneous correspondence, memos, manuals, forms and other documents as assigned; operate office equipment including typewriter, photocopier, computer, computer printers, recording equipment, fax machine, the Motorola communications console and two-way walkie talkie radio, Intertel phone system, and other office equipment; and fingerprinting of persons suspected of crimes.

MINIMUM QUALIFICATIONS:

- High school graduation or G.E.D. certificate/equivalent.
- Proof at time of application that candidate will be 18 years old by date of hire.
- Must type a minimum of 45 wpm (***a typing certificate must be submitted with the application***).

Suggested location to obtain a certificate:

Volt Services Group
2425 Porter Street, Suite #11
Soquel, CA
479-8658

EXPRESS Personnel Services
9029 Soquel Ave., Suite A
Santa Cruz, CA
462-1202

ManPower
2001-A 40th Avenue
Capitola, CA
476-6666

- Must be U.S. citizen or must have applied for citizenship and will obtain citizenship within 1 year.
- Must reside or be willing to relocate within a 60 minute drive to the police department.

Physical Conditions:

Involves working in a Dispatch Center/Records Division located within the police facility that houses all communications and records equipment and files for the Scotts Valley Police Department. Incumbents are assigned to a dispatch position which requires long periods of time in a seated position; working in a high pressure environment; working night shifts; extended shifts, rotating shifts and holidays. Involves moving quickly among the communications console, the public counter, filing cabinets, and office machinery. Involves operating a computer / keyboard for long periods of time.

License / Certificate:

- Valid California Motor Vehicle Operator's License (Class C /Class 3).

In addition to the qualifications noted above, suitability for employment will also be based on the following POST job dimensions: moral character, handling stress and adversity, work habits, interactions with others and intellectually based abilities.

APPLICATION AND SELECTION PROCESS:

Applicants are required to fill out and complete a City application form. To obtain the required City application, call or write the City of Scotts Valley City Clerk at 1 Civic Center Drive, Scotts Valley, CA 95066, (831) 440-5602; or one may be obtained from the city's website at www.scottsvalley.org.

Applicants must pass a POST approved written examination. The written exam will be given at the City of Scotts Valley Police Department, 1 Civic Center Drive, Scotts Valley (see map inside this announcement). The written exam will take approximately 3 hours.

The City of Scotts Valley also accepts written test results from any accredited criminal justice training facility or law enforcement agency as long as the exams are also POST accredited and were taken within 6 months of the date of application. **POST test results provided by a testing facility or law enforcement agency should be submitted along with the city application or the applicant will be scheduled to take the exam at the Scotts Valley Police Department.**

Hearing-impaired individuals can access the Department's TDD machine by calling (831) 440-5670. Applicants needing special accommodations for testing should submit a request to Personnel at the time of application. After reading this announcement, if you have further questions, call (831) 440-5602.

Candidates who successfully pass the POST accredited written exam will be invited to take part in a pre-screening interview. This interview will be held at the City of Scotts Valley Police Department, 1 Civic Center Drive, Scotts Valley (see map below).

Those who pass the pre-screening interview will be placed on an eligibility list until such time as a position is available. Upon availability, eligibility list candidates will be invited to a selection interview to assess an applicant's judgment, oral communication skills and interpersonal skills.

All candidates who receive a score of 80% or more on the selection interview will be placed on a hiring list. As openings occur, top candidates will be selected for a background investigation in accordance with the POST Commission Guidelines.

Candidates will also be required to successfully complete, to the satisfaction of this department, a polygraph test administered by a licensed polygrapher, a psychological exam given by a City selected psychologist and a medical exam by a City selected physician.

Candidates must be fingerprinted and take a loyalty oath at the time of hire. Appointments to regular positions are subject to a 12 month probationary period which is considered a part of the selection process. Probationary employees may be terminated without recourse during this period.

PRE-EMPLOYMENT POLICY REGARDING ILLEGAL USE

OR POSSESSION OF DRUGS

Note: For the purposes of this policy, an adult is defined as someone 18 years of age or older.

- A. The following types of illegal drug use or possession will be considered **automatic disqualifiers** in the pre-employment selection process for emergency dispatch personnel, with no exceptions.
1. Any adult use or possession of a drug classified as a hallucinogenic within seven (7) years prior to application for employment.
 2. Any adult use or possession of marijuana within two (2) years prior to application for employment.
 3. Any other illegal adult use or possession of a drug not mentioned above, (including cocaine) within three (3) years prior to application for employment.
 4. Any illegal adult use or possession of a drug while employed in the capacity of a police officer, licensed security officer, military police, or as a student enrolled in college accredited courses of/or related to the criminal justice field.
 5. Any adult manufacture or cultivation of a drug.
 6. **Failure to divulge to the Police Department during the background investigation any information about personal illegal use or possession of drugs.**
- B. The disqualification of an emergency dispatcher candidate for the following types of illegal drug use or possession will be considered in relationship to the overall background of that individual:
1. Any illegal juvenile use or possession of a drug.
 2. Any illegal adult use or possession of a drug that does not meet the criteria of the automatic disqualifiers specified above; e.g., marijuana use longer than two (2) years ago or cocaine use longer than three (3) years ago.

MAP FOR EXAMINATION

