

**CITY OF SCOTTS VALLEY  
CLASS SPECIFICATION  
PER DIEM EMERGENCY DISPATCHER**

**CLOSING DATE: CONTINUOUS TESTING**



**Police 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.**

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**COMPENSATION RANGE:**

<u>Step 1</u>	<u>Step 2</u>	<u>Step 3</u>	<u>Step 4</u>	<u>Step 5</u>
28.00	29.40	30.87	32.41	34.03

**JOB PURPOSE:**

Under general supervision of the Services Supervisor or the Administrative Services Commander, to perform emergency and non-emergency radio dispatching. Operate a 9-1-1 primary public safety answering point, receive and appropriately act upon all 9-1-1 emergency calls. Answer and appropriately dispatch or route incoming telephone calls. Assist in the operation and maintenance of all automated and manual police record keeping systems within the Scotts Valley Police Department. Performs reception duties at public counter and related duties as assigned.

**DISTINGUISHING CHARACTERISTICS:**

This non-sworn position is for a Per Diem Emergency Dispatcher. Emergency Dispatchers are assigned to various shift assignments and are expected to be able to perform the full range of duties required of the class. Incumbents schedules which include nights, weekends and holidays to assure a 24 hour, seven day per week operation. This class is distinguished from the classes of Emergency Dispatcher/Clerk I, Emergency Dispatcher/Clerk II, Emergency Dispatcher/Clerk III, Services Supervisor and Administrative Services Commander by the absence of ongoing supervisory or administrative responsibilities, and by the absence of duties unique to the other classes.

The Per Diem Emergency Dispatcher receives general direction from the Services Supervisor, or in the absence of the preceding, the on-duty supervisor.

**UNIFORM:**

The Per Diem Emergency Dispatcher is initially required to wear a department issued polo shirt with identifying name tag along with slacks but jeans are not allowed. A full uniform may be required after 6 months.

## **EMPLOYMENT QUALIFICATIONS (MINIMUM REQUIREMENTS):**

Proof at time of application that candidate will be at least 18 years of age at time of employment. High School diploma or GED/equivalent. A minimum of 3 years prior Emergency Dispatch experience with a California law enforcement agency. Possession of a valid California motor vehicle operator's license (Class C/Class 3). Emergency dispatch experience, preferably with a law enforcement agency. Accurate typing/keyboard skill of 45 words per minute.

Must be a citizen of the United States or a permanent resident alien who has applied for citizenship one year prior to application for employment, in accordance with Section 1031.5 of the Government Code. Must reside within a 60 minute drive to 1 Civic Center Drive, Scotts Valley, CA.

## **KNOWLEDGE OF:**

Knowledge of proper English grammar, spelling, sentence composition and punctuation. Some knowledge of human motivation and behavior.

## **ABILITY TO:**

Learn, understand, interpret and apply modern police communications procedures including the Enhanced 9-1-1 System, and local, county, state and federal automated information systems; hear, understand, recall and accurately relay verbal communications and instructions received in person, over radio waves or via telephone; read and understand written instructions, City Personnel Rules and Regulations, local, state and federal laws, Police Department Policy Manual, department rules, regulations and procedures; learn and efficiently execute extensive word processing tasks.

## **POSITION DESCRIPTION (ESSENTIAL JOB FUNCTIONS):**

The Per Diem Emergency Dispatcher may be required to perform any one/or combination of the following duties and tasks:

### **I. PHYSICAL PERFORMANCE DUTIES:**

Involves working in a small, two position Dispatch Center located within the police facility and housing all communications and records equipment and files for the Scotts Valley Police Department. Emergency Dispatchers are assigned to a dispatch position which requires long periods of time in a seated or standing position; working in a high pressure environment; working day shifts or night shifts, including weekends and holidays. Involves moving quickly among the communications console, the public counter and office machinery. Involves operating a computer/keyboard for long periods of time.

### **II. DISPATCH DUTIES:**

A. General Dispatch Duties - Examples: 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 locations of roads, streets, business and industrial plants, and public buildings within the community.

B. Reading - Read statutes, reports, memos, training material, etc. Examples: Read and understand written laws and department rules, regulations and procedures.

C. Decision Making - Involves analysis, evaluation and inquiry in order to make proper determinations (e.g., evaluating of emergency, extracting appropriate information from caller quickly in order to dispatch appropriate assistance in the briefest possible amount of time).

D. Review and Recall of Information - Involves review and study of information for later recall such as wanted persons and vehicles. Examples - Review calls for service, bulletins, etc. to assist officers in monitoring criminal activity on patrol during dispatch shift.

E. Enhanced 9-1-1 Dispatching - Involves answering 9-1-1 calls in Primary Public Safety Answering Point; screening and disbursing calls as appropriate; maintaining mental and physical acuity, thinking clearly and acting quickly during stressful emergencies.

F. Emergency and Non-Emergency Police Dispatching - Involves receiving, screening and dispatching of police emergency and non-emergency calls and complaints; judging situations and people accurately; carrying out appropriate actions within the scope of the duties of this position; diffusing potentially violent situations over the telephone; being flexible in dealing with people and events; controlling one's temper even under considerable provocation; reacting quickly, calmly and with mature resourcefulness in emergency situations; exercising interpersonal sensitivity with all types of people in varying situations; making computer inquiries and entries of local, county, state and national automated information systems; maintaining appropriate records for documenting calls for service, officer patrol activity, etc.; and responding to telephone and personal inquiries for general information within the scope of this position. Involves balancing of duties among E-9-1-1 dispatching, police dispatching; public counter, business telephone, and the various computer systems utilized; and additional related duties as assigned.

### **III. CLERICAL DUTIES:**

A. Police Records Maintenance - Maintaining confidentiality of sensitive information in accordance with the law.

B. Office/Electronic and Radio Equipment - Involves the operation of office equipment including; typewriter, photocopier, computer, computer printers, scanner, recording equipment, fax machine, the communications radio console, two-way hand held radio and telephone system.

### **APPLICATION PROCESS:**

***Applicants are required to fill out and complete a City application form.*** To obtain the required City application, contact the Police Department's Administrative Secretary by email at [clocke@scottsvalley.org](mailto:clocke@scottsvalley.org) or telephone at (831) 440-5649, or one may be obtained from the Police Department's website at [www.scottsvalleypd.com](http://www.scottsvalleypd.com) or the City's website at [www.scottsvalley.org](http://www.scottsvalley.org).

## 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.