



34009 ALVARADO-NILES ROAD
UNION CITY, CA 94587
(510) 471-3232

DISPATCHER – CLERK

DEFINITION

Dispatcher-Clerk is a critical communications position. Incumbents in this classification dispatch police and fire emergency response units and perform a variety of technical tasks; answer emergency calls and alarms; evaluate emergency situations; gather information for police reports and/or write narratives for specified reports; provide verbal and written information to the public; answer, transfer, and redirect non-emergency calls for service including the Telecommunications Device for the Deaf. Heavy emphasis is placed on the ability to input information into the Computerized Automated Dispatch (CAD) system.

QUALIFICATIONS

Knowledge Of:

General office practices and procedures; filing techniques; written English including grammar, punctuation, and spelling; basic arithmetic including addition, subtraction, multiplication, division, and decimals; departmental policies, directives, and procedures; radio/computer operations; business correspondence styles and/or formats.

Skill In:

Dealing tactfully and diplomatically with City personnel and the public; memorizing new material and applying the knowledge under novel conditions; speaking and writing in a clear concise manner; reading maps and giving directions from map; maintaining up-to-date accurate records.

Ability To:

- Learn the operation of and efficiently operate radio, automated data system, and related equipment.
- Follow written and oral instructions; think clearly, act promptly, and make sensible decisions in emergencies.
- Use typewriter and computer and type 45 wpm; file alphabetically, chronologically and numerically.
- Add, subtract, multiply, and divide; make change from a cash drawer.
- Learn police department operation/function; work rotating shifts, holidays, and weekends.
- Perform several tasks simultaneously; sit for prolonged periods of time and hear and discern voices over the phone/radio.

DISPATCHER – CLERK

Ability To: (continued)

- Schedule and organize work assignments and provide lead direction and training to subordinate employees.

EDUCATION AND EXPERIENCE

Completion of the twelfth grade or its equivalent and one year experience in general clerical, dispatch, computer input, or a related field. Persons having other combinations of education, training, and/or experience which have provided the knowledge, skills and abilities required, may apply.

EXAMINATION PROCEDURE

- Complete a city application and submit it by the final filing date.
- Applicants meeting the minimum qualifications will be invited to participate in a written /performance test, qualifying only.
- Candidates scoring highest on the written test will be invited to participate in a Qualifications Appraisal in order to rank candidates for further consideration.
- Appointment is subject to successful completion of a Police Department oral interview background investigation and polygraph test.
- Successfully complete the one year probationary period.

BENEFITS

The City offers a comprehensive benefits program including; 12 days of paid sick leave per year; “pay-in-lieu” or “time-in-lieu” for holiday compensation; fully paid life insurance; family health and dental insurance; weekly indemnity/disability insurance; annual paid vacation leave; educational reimbursement; PERS retirement plan with the employee’s contribution fully paid by the City.

LICENSE

Must possess a valid California Driver’s license with a satisfactory driving record.