



# CITY OF COLTON EMPLOYMENT OPPORTUNITY

**Final Filing Date:** Continuous

## POLICE DISPATCHER (PT)

**Salary:** \$20.00 - \$25.00 per hour

**Hours:** Minimum requirement of 15 per month

### SELECTION PROCEDURE

Includes, but is not limited to, the following: Submit a completed City of Colton application to (no facsimiles accepted):

Human Resources Office  
552 N La Cadena Dr  
Colton, CA 92324  
(909) 370-5062  
www.ci.colton.ca.us

- Those applicants meeting the minimum qualifications will be invited to a written examination. Applicants who have completed a P.O.S.T. recognized Police Dispatcher Academy will be invited to an oral examination in lieu of a written examination.
- Those passing the written test will advance to a selection interview.
- All successful candidates will be certified to an eligibility list good for one year.
- Appointment is contingent upon passing an extensive background investigation, pre-employment drug/alcohol screening, fingerprinting and submission of an original DMV printout indicating current driver's license status and proof of current personal auto insurance.
- The Immigration Reform and Control Act of 1986 requires that all new employees verify identity and entitlement to work in the United States by providing required documentation.

THE PROVISIONS OF THIS ANNOUNCEMENT DO NOT CONSTITUTE A CONTRACT, EXPRESSED OR IMPLIED, AND ANY PROVISION CONTAINED IN THIS BULLETIN MAY BE MODIFIED OR REVOKED WITHOUT NOTICE.

AA/EOE—The City of Colton encourages the application of bilingual persons, women, minorities and persons with disabilities. Upon request, the City will attempt to reasonably accommodate applicants with disabilities.

### THE POSITION

Under the general supervision of the Police Supervisor, perform a variety of duties including receiving all incoming calls for police assistance and dispatching necessary units; provide general support in communications to department personnel; learn and demonstrate a full understanding of all applicable policies, procedures and work methods associated with assigned duties; occasionally assist in the training of less experienced dispatch positions; perform a variety of other tasks in support of assigned area of responsibility.

### MINIMUM QUALIFICATIONS

Any combination of experience and training that could likely provide the required knowledge and abilities would be qualifying.

**Education and/or Experience:** possess a high school diploma. Some directly related college level course work is highly desirable. One year of full-time police dispatcher experience in a California law enforcement agency.

**License/Certificate:** Possession of a valid California driver's license. Possession of appropriate POST certificate.

**Knowledge of:** Basic office methods and procedures. Operations and standard operating procedures of dispatching. Applicable Federal, State, and local laws, codes and regulations. Police-related computer and teletype networks. Operational characteristics of standard office and dispatch equipment. Occupational hazards and standard safety practices. Modern office equipment including a computer and applicable software. Methods and techniques for record keeping.

**Ability to:** Learn and follow standard broadcasting procedures and rules. Work effectively and efficiently under pressure. Exercise good judgment and make sound decisions in emergency situations. Effectively and courteously communicate with and elicit information from upset and irate citizens. Communicate clearly with field units. Spell accurately. Work various shifts as assigned. Understand and follow instructions. Type at a speed necessary for successful job performance. Establish and maintain effective working relationships. Use a wide variety of codes and computer commands. Dispatch police units quickly and effectively. Operate a computer terminal and other office equipment quickly, accurately and, at times, concurrently. Speak English/Spanish highly desirable.

**Skill to:** Operate a dispatch console. Operate an office computer and applicable software. Operate a motor vehicle.

### ESSENTIAL FUNCTIONS

May include, but are not limited to the following:

- Perform the full array of duties assigned including receiving emergency calls, dispatching emergency vehicles, maintaining records and equipment, and maintaining records.
- Receive emergency calls from the public requesting police or other emergency service; determine nature, location and priority of emergency; dispatch police units as necessary
- or transfer calls to appropriate agency; answer 911 calls; answer non-emergency calls and refer to appropriate contact; answer emergency call-out for after hours streets and water services and contact appropriate City employees.

- Maintain contact with all field units on assignment; maintain status and location of police field units.
- Coordinate emergency calls and relay information and assistance requests involving other law enforcement and fire fighting agencies.
- Enter, update and retrieve crime-related information from computer and teletype networks.
- Perform a variety of record keeping, filing, indexing and other general clerical work necessary to document dispatch activities and to provide updated resources to field personnel.
- Monitor security of police facility and alarm board.
- Test and inspect equipment as necessary; report faulty equipment; monitor on-going equipment maintenance.
- Demonstrate a full understanding of applicable policies, procedures and work methods associated with assigned duties.
- Respond to questions and concerns from the general public; provide information as is appropriate and resolve complaints.
- Provide back-up support to Record Bureau upon request.
- Perform other related duties as required.