

POLICE COMMUNICATIONS OPERATOR

OPEN EXAMINATION - ONE YEAR PROBATIONARY PERIOD

SALARY \$4,212 to \$5,507 per month (An 8% PERS contribution is deducted from the listed salary for employee's retirement benefits.)

FILING PERIOD Open/Continuous Examination. Recruitment may close at any time.

APPLICANTS WILL BE REQUIRED TO PASS AN EXTENSIVE BACKGROUND

INVESTIGATION PRIOR TO APPOINTMENT - NO FELONY CONVICTIONS. REQUIRED TO WORK ROTATING SHIFTS INCLUDING NIGHTS, WEEKENDS AND HOLIDAYS.

THE POSITION

This civilian position assigned to the Police Communications Center performs a full range of radio-telephone operational duties in dispatching public safety personnel and equipment. Essential Functions of the job include, but are not limited to, the following: Receives, identifies and accurately evaluates emergency and routine calls for police services, routes 911 calls for Fire and EMS services, refers calls to other agencies and makes required notifications as appropriate. Monitors and maintains the status of all police personnel and units as to location and availability. Determines appropriate personnel and equipment to be dispatched using voice radio and computer aided dispatch system. Relays, follows, repeats and remembers complex oral and written instructions, information and directions. Uses established policies & procedures, independent judgment, common sense and reason to make rapid and accurate decisions to achieve an effective initial or alternate course of action in dispatching police resources. Performs multiple, routine and complex dispatch tasks simultaneously. Responds calmly and effectively in emergency and stress situations. Develops speed and accuracy in performing job duties & responsibilities, including operating radio consoles, computer terminals and associated

communications equipment, performing minor maintenance as required. Studies, reviews, and trains in communications and police department operations to develop a complete and accurate concept and understanding of the nature of police work. Effectively communicates and coordinates in a teamwork environment with co-workers, other agencies, departments and the public, exercising strong customer service and group dynamic skills. Possesses a high level of awareness to all dispatch center activity and effectively anticipates and plans for probable tasks which will require immediate action. Works with geography/street files and reads maps, manuals, notebooks, memorandums, legal resources, policies & procedures and posted information. Monitors multiple police, fire and emergency radio frequencies. Initiates, receives and interprets information from various law enforcement computerized database systems. Monitors facility security and various alarm systems. Performs research and clerical work such as preparation of logs, reports, forms and update of information and files in a timely manner. Performs assigned and needed cleaning and maintenance duties to center facilities. Performs other appropriate duties as assigned or as the situation requires. Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner. Assists Community Service Officers assigned to the jail with searches of arrestees on an as-needed basis.

MINIMUM REQUIREMENTS

KNOWLEDGE, SKILLS, ABILITIES

Skilled in resourcefulness and organization, initiative and self motivation.

Ability to: control conversations, quickly gathering pertinent and relevant information; hear multiple normal level conversations simultaneously, distinguishing between voices and sources to ascertain relevant information quickly and accurately; accurately assess problems

and understand needs & situations; touch type at least 30 words per minute while conversing on telephone and/or radio; read and discern visual images on a variety of media including multiple computer system's screens; learn police codes, rules, policies & procedures quickly and to interpret them correctly; learn police equipment and resource capabilities and develop strategy for various types of police responses and emergencies; acquire knowledge of communications rules, regulations, theory, operations, equipment, principles & capabilities, limitations & backup system alternatives; rapidly & accurately operate complex computerized & mechanical equipment; read, write legibly, spell, comprehend & communicate effectively in English; speak clearly, distinctly and correctly with good modulation; understand, retain and repeat simple and complex oral and written instructions; react quickly, efficiently and calmly in emergencies & stressful situations; quickly and accurately follow written and oral instructions; act in a decisive manner, using good judgment, common sense & reason; anticipate needs and evaluate alternatives and contingencies; exercise tact & diplomacy, striving to promote a positive & cooperative atmosphere; deal tactfully and courteously with the public; accept close supervision, criticism and/or discipline and work within an established chain of command organizational structure; maintain emotional stability, patience, loyalty and commitment to the organization; take initiative and exercise dependability, maturity and self-confidence; read and understand street maps, learn and retain a workable knowledge of cities, roadways, landmarks, geography of the City and surrounding jurisdictions; develop knowledge of cooperating agency procedures and resources - mutual aid; learn new information and initiate improvements in technical and procedural areas; take notes, organize information & thoughts and develop notebooks, projects, records and reports; work in confined quarters for extended periods of time; use work time properly and productively, producing high quality, accurate work; work rotating

shifts, including nights, weekends and holidays.

OTHER CHARACTERISTICS

Willingness to: attend training classes in communications and Police Department procedures; work overtime as requested or in emergencies; actively participate in an extensive, comprehensive on the job training program; work rotating shifts, including nights, weekends and holidays; assume responsibility for maintaining a safe working environment.

EXPERIENCE

Some general clerical experience involving public contact is desirable. Prior experience in two way radio operation in a public safety emergency communications dispatch system is desirable.

EDUCATION/TRAINING

Graduation from high school or attainment of GED or CHSPE certificate. Bilingual in Spanish and/or Armenian is desirable.

SPECIAL CONDITIONS

Smoking is not permitted inside police facilities or vehicles or while in uniform.

Requires wearing uniforms, headsets and working in a closely situated work area.

NOTES

An equivalent combination of experience, education, and/or training may substitute for the listed minimum requirements.

LICENSE

Valid California Class C driver's license is required.

MEDICAL/PSYCHOLOGICAL STANDARDS

All candidates must pass a pre-placement medical examination and a psychological evaluation.

RESIDENCE

Candidates hired into this position are required to live within a 40 mile radius of the Glendale Civic Center.

SELECTION PROCEDURE

The examination will consist of an evaluation, written examination, typing examination, performance examination and an oral interview examination. Weights will be as follows: Evaluation - qualifying, written examination - pass/fail; typing examination (30 wpm, net) - pass/fail; performance examination - pass/fail; oral interview - 100%. All applications, resumes and submitted reference materials will be reviewed and evaluated, and only the best qualified candidates will be invited to participate in the selection process. Any evaluation will be based on the candidate's education and experience as related to the position. Any examination will be to evaluate the candidate's education, experience, knowledge and skills for the position. The City of Glendale reserves the right to modify the above-stated examination components and/or weights. Should this be necessary, the candidates will be notified of the specific examination components and weights prior to the administration of any examination.

BACKGROUND INVESTIGATION

A comprehensive background investigation will be conducted on all finalists, which will review and verify personal history including, but not limited to financial responsibility, criminal history, drug use history, driving record, and verification of application materials. Significant issues or omissions in the above-stated areas may be grounds for disqualification. Background investigation will include a polygraph.

ENTRY-LEVEL EXAMINATION - VETERAN'S CREDIT AWARDED FOR QUALIFIED

APPLICANTS. TIME AND PLACE OF THE EXAMINATION WILL BE ANNOUNCED. The City of Glendale conforms with State and Federal obligations to make reasonable accommodation for applicants and employees with disabilities.

The Human Resources Department asks that it be advised of special needs at least five days prior to the first test part so that a reasonable accommodation may be made. The provisions of this bulletin do not constitute an express or implied contract. In compliance with the Immigration Reform and Control Act of 1986, the City of Glendale requires that all new employees provide documentation to establish both work authorization and identity.

Please Note: The City of Glendale does not accept applications for positions that are not currently open.

An official City application is required for all positions. Application materials may be <file:///\\hr\pdf\employment_app.pdf> downloaded or obtained from:

City of Glendale Human Resources Department

613 E. Broadway, Room 100

Glendale, California 91206

(818) 548-2110

You may also email your request for application materials to <mailto:COG_HR@ci.glendale.ca.us> COG_HR@ci.glendale.ca.us.

The City of Glendale does not accept emailed or faxed applications.

A completed City application must be received by the City of Glendale Human Resources Department by the closing date stated on the job bulletin. Late applications will not be accepted. Jobs that have "No set filing date" may be closed at any time without prior notification.