



Title: Communications Dispatcher Trainee

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Work Location: Santa Rosa, California,

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### **Description**

Apply Early! The City of Santa Rosa is looking for enthusiastic and responsible applicants for the entry level position of Communications Dispatcher Trainee. We offer paid classroom and on-the-job training and an opportunity to provide a vital service to the Santa Rosa community.

Communications Dispatchers receive emergency and routine calls requesting police or other emergency services; accurately evaluate and process routine and life-threatening emergency radio and telephone communications. Our 9-1-1 Emergency Communications Center operates 24 hours a day, 7 days a week. Our 9-1-1 Emergency Communications Center is located on the second floor of the Public Safety Building, equipped with a state-of-the-art computer aided dispatch system, including multiple monitors, ergonomically designed furniture, and individual work stations with outside window views. The Communications Center is staffed by a team of 24 dispatchers working 10-hour shifts, handling approximately 250,000 calls for service yearly. Supervision is provided by Communications Supervisors who report to the Technical Services Division Manager.

To view the Communications Dispatcher Trainee Job Brochure, click [HERE](#) To view the Communications Dispatcher Trainee Selection Process Brochure, click [HERE](#) Please view the Illegal Drug Use Standards,

You are encouraged to talk with a Santa Rosa Police Department representative from the Recruiting Office for detailed information or questions. Recruiting Office (707) 543-HIRE (707) 543-3553 (FAX) [www.santarosapd.com](http://www.santarosapd.com)

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### **Examples of Duties and Responsibilities: Essential Duties:**

The following duties are considered essential for this job classification: •Perform a variety of disparate duties simultaneously and accurately;

- Receive, triage, and process emergency and routine calls from the public requesting police or other emergency service, applying the techniques, procedures, policies, and methods used in the operation of a moderately sized public safety dispatching agency;
- Interrogate callers to determine pertinent information, maintaining composure and working quickly under pressure;
- Accurately track the status and location of police units;
- Use a Computer Aided Dispatch system to enter pertinent response information and unit status data;
- Retrieve and verbally relay information from various databases;
- Monitor several different police radio frequencies and operate a variety of communications equipment and technology;
- Communicate tactfully with the public and department employees under stressful situations.

### **Additional Duties:**

In addition to the duties listed in the Essential Duties Section, each employee in this classification may perform additional duties as assigned. Any single position may not be assigned all duties listed below, nor do the examples cover all duties which may be assigned.

- Arrange for tow trucks and public works emergency service or contact appropriate agencies;
- Operate and maintain the audio recording device and produce copies;
- Perform a variety of record keeping, filing, and other general clerical work, specifically related to the communications center function and complex computerized systems;
- Monitor surveillance cameras; arrange for unplanned staffing needs;
- Monitor and respond appropriate personnel to internal panic alarms;
- Manually activate exterior doors from the communications center;
- Test and inspect equipment as required;
- Provide general instruction to new employees;
- Travel to various locations for mandated training.

### **Required Skills**

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**Minimum Experience/Education Requirements:**

- One or more years of experience working with the public, using oral communication skills to obtain accurate information from a variety of customers.
- Experience in the use of computers and various software programs.
- Typing/keyboarding skills of at least 35 wpm net.
- Equivalent to completion of the twelfth grade.

Develop knowledge of standard radio or telephone communications receiving and transmitting equipment; standard broadcasting procedures and rules; operation of common radio dispatch equipment; public safety classification codes; basic provisions of the California vehicle and penal codes.

Ability to speak and hear clearly and precisely on the telephone, on the radio, and in person; exercise good judgment and make sound decisions in emergency situations; effectively communicate with and elicit information from callers who are injured, terrified, under attack, angry, hostile, chemically impaired, and/or suffering from mental illness; listen to lengthy explanations and extract pertinent information for responders; multitask sufficiently to perform a variety of disparate tasks simultaneously and accurately; effectively work independently with a minimum of supervision; work as part of a team; understand the geographic features and streets of the City of Santa Rosa sufficiently to deploy field units efficiently; use a keyboard to enter data at a speed necessary for adequate job performance; understand and follow oral and written instructions; comprehend and make inferences from written material; spell with accuracy sufficient to convey message; operate a computer aided dispatch system, various computer software applications, and other office equipment quickly and accurately; provide general instructions and assistance to new dispatchers; type at least 35 wpm; and satisfactorily complete the Continuing Professional Training requirement set by P.O.S.T., California Commission on Peace Officer Standards and Training.

**Benefits**

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\$22.77 - \$28.26 Hourly \$3,946 - \$4,897.58 Monthly \$46,450.80 - \$58,780.80 Annually Salary after Training: \$5,532.25 - \$6,722.08 Monthly

Click [HERE](#) California Employees Retirement System (CalPERS) CalPERS Retirement System Formulas: Tier Two: 2.5% @ 55 Tier Three: 2% @ 62 Employee retirement contribution of either 7.75% or 9.5% deducted on a pre-tax basis depending on CalPERS Tier formula. \*City employees do not contribute to Social Security. Special Assignment Opportunities: Trainer Pay - 7.5% when performing training duties. Administrative Pay - 4% when performing administrative duties. Please click on the Benefits Tab to view a detailed benefit summary.

**Kind:** Full Time

**Level:** Staff Position

**Apply**

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Applications will be accepted until midnight on June 25, 2018 or until a sufficient number of applications is received.

Apply online at <https://www.governmentjobs.com/careers/srcity>

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