



Citrus Heights Police Department



Police Communications Supervisor

\$61,173 - \$73,408 annually

Open Until Filled; Actively Screening and Interviewing as Received

Working at the Citrus Heights Police Department is all about character. Our reputation and ability to effectively serve is built on the words, actions, and habits of our people. At CHPD, we have created something out of the ordinary. Are you a self-motivated, proven leader that demonstrates integrity, character, and a “can do” approach to problem solving? Do you have a management style that is committed to fostering a positive environment, rewards accountability, and encourages staff to produce results that are above and beyond expectations? Seeking candidates with demonstrated ability to see the “big picture”, manage multiple priorities, and remain flexible in the face of changing departmental needs. If you are a proven decision maker with the ability to make sound, independent judgments in critical situations, then the Citrus Heights Police Department is the place for you. Are you up for the challenge?

The Position

The Police Communications Supervisor is the first line supervisory position responsible for planning, organizing, directing, and supervising the work of approximately seventeen Police Dispatchers in the operation of a 24-hour 9-1-1 Dispatch and Police Communication Center. The position will report directly to the Support Services Manager, a non-sworn division manager with a direct report to the Chief of Police.

The Police Communication Supervisor is a management level position and therefore will be part of the department’s non-sworn and sworn management team. Positions on the Police management team have an important role and voice in the development of policies, procedures, and the management of various operations in the Communications Center and the Police Department. The position will normally work a 4/10 schedule which may include weekends, but be scheduled off regularly-observed holidays. However, the position may be required to work a different schedule in order to monitor and supervise the overall needs of the Communications Center. This is an FLSA exempt position with an 18-month probationary period.

Ideal Candidate

- Possesses proven ability to organize, implement and direct Dispatch and Police Communication Center operations and activities.
- Stays current with technology used in voice, data, 9-1-1, CAD, RMS, and MDT/MFR communication and information systems.
- Demonstrates self-initiative and leadership abilities.
- Relishes innovation and thinks progressively.
- Stays informed of industry standards and utilizes current technology to research and develop effective policies and procedures.
- Thinks clearly and acts quickly and decisively in emergency situations, while remaining calm.
- Familiar with both criminal and civil law.
- Demonstrates ability to train, coach and mentor staff to create a positive environment.
- Demonstrated management skills which include evaluating alternatives and risks.
- Listens actively; uses effective questioning techniques; expresses him/herself in English in a clear and understandable manner when speaking.
- Demonstrates project management skills showing ability to develop, organize, and manage multiple priorities.
- Focuses work effort to carry out the City’s Customer Service philosophy of actively listening, addressing customers’ concerns, and providing services at a level that exceeds customer expectations.
- Thrives in a team environment that encourages cooperation, communication, and mutual sharing of risk, responsibility, and reward.
- Identifies and generates “a better way of doing things” by viewing issues or problems as opportunities for improvement rather than as obstacles.
- Treats all individuals encountered, equally and with respect, basing actions on honor and ethics.

Minimum Qualifications

- **Experience and Training:** Four years of police dispatching experience similar to the Police Dispatcher II in the City of Citrus Heights, including two years of lead and/or supervisory responsibility.
- **Education:** Equivalent to the completion of the twelfth grade.
- **License:** Possession of, or the ability to obtain, a California POST Public Safety Dispatcher Basic Certificate is highly desirable; such certificate must be obtained by completion of probation.

May need to possess a valid California driver’s license and proof of automobile liability insurance as required by the position.

The City reserves the right to select applicants for further consideration who demonstrate the best qualifications' match for the job. Meeting the minimum qualifications requirements does not guarantee an applicant an invitation to the next step(s) in the selection process. Only the most qualified applicants as determined by the City will be invited to the next step(s) of the selection process. Additional information is available in the job description which is available on-line or by request.

Compensation and Benefits

The hiring salary may be set anywhere within the salary range, based on a candidate's experience and current compensation. You can build a strong career in an organization that values and rewards exemplary work. As a Citrus Heights employee, your compensation is based upon your performance. The City's unique Pay-for-Performance system recognizes employees for their accomplishments and compensates them with a blend of annual base salary increase and annual incentive award (bonus). This unique system replaces the step system and annual COLA. You will have the ability to differentiate yourself and your related compensation. This unique and powerful system is a core component in the City's compensation system. The actual Pay-for-Performance package is based on the City's financial situation and is determined annually.

The City offers first class benefits, including: 100% City-paid CalPERS retirement (2.7% @ 55); 136 hours of Annual Leave (to be used for vacation or sick time); 40 hours of Long Term Medical Leave; 14 paid holidays; \$1,296 monthly City contribution toward health insurance and if alternative health care coverage is demonstrated, a \$500/month cash-out may be added to salary or deferred compensation; and fully paid dental, vision, life, and long-term disability insurance. The City does not participate in Social Security but does participate in Medicare and State Disability Insurance (SDI).

This is not an at-will position but is a member of the City's management team. Generous management benefits include 80 hours of Management Leave that may be cashed out each year, a \$100,000 life insurance policy, and up to a 3% City matching 457 deferred compensation contribution. More detailed information about the City's benefit program is available at www.joinchpd.net.

Citrus Heights Police Department - It's All About Character

Application Process

To be considered for this position, you must submit a completed, official City Employment Application **and** responses to a Supplemental Questionnaire. If you do not complete and submit all required information, your application may be disqualified from further consideration. You are encouraged to submit a resume and cover letter in addition to the required materials, but these may not be substituted for the required materials.

- **ON-LINE APPLICATION:** You may apply on-line by visiting www.CalOpps.org to complete the City Employment Application and Supplemental Questionnaire. A cover letter and resume may be included as part of the on-line Employment Application under the heading "Additional Experience."
- **HARD COPY APPLICATION:** You may obtain a hard copy Employment Application and Supplemental Questionnaire by visiting <http://jobs.citrusheights.net> and downloading these materials, or you may request these materials by calling the City's Recruitment Hotline at (916) 727- 4900, TDD (916)725-6185. Submit hard copy application materials to: City of Citrus Heights; Attention: HR – Police Communication Supervisor Recruitment; 6237 Fountain Square Drive; Citrus Heights, CA 95621. **No postmarked, faxed, or e-mailed materials will be accepted.**

Schedule and Examination/Selection Process

All application materials will be carefully reviewed. Those candidates whose experience and training most closely match the City's needs will be scheduled to be interviewed by the Police Chief and/or designee, and/or a formal interview board may be utilized. The finalist(s) will be required to complete a complete a CA P.O.S.T. Personal History Statement and will be subject to a polygraph examination and background investigation using P.O.S.T. guidelines (<http://www.post.ca.gov/selection/>). Upon receipt and review of the background report, a conditional offer of employment may be made, and the final candidate must then pass medical, drug/alcohol screening, and psychological examinations conducted by a City-appointed physician.

Method of Communication

- Primary communication regarding your status relative to this recruitment will be by e-mail; applicants are solely responsible for monitoring their e-mail communication messages and systems.
- Applicants are solely responsible for informing the City of changes in contact information, including but not limited to e-mail addresses, mailing addresses, post office boxes, and telephone numbers.

Additional Information

You may obtain additional information about this recruitment at <http://jobs.citrusheights.net>, or email hr@citrusheights.net, or call Human Resources at (916) 727- 4900, TDD (916)725-6185.

ALL INTERESTED APPLICANTS – PLEASE READ THE FOLLOWING INFORMATION

This listing is solely for the purpose of announcing job opportunities and does not constitute a contract, expressed or implied; provisions contained herein may be modified or revised without notice.

The City of Citrus Heights is an Equal Opportunity Employer and does not discriminate against qualified employees or applicants because of race, color, religion, medical, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Department of Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation. Under federal law, all job applicants must prove authorization to work in the United States at the time of job offer.