



Citrus Heights Police Department



Police Dispatcher II

\$48,358 - \$58,030 annually (effective 10/1/08) • Open and Continuous

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. As a new organization, we have deliberately constructed a character-based culture as the foundation of a premier professional police agency.

At CHPD, we have created something out of the ordinary. The Citrus Heights Police Department is the place for you if you seek a destiny of excellence surrounded by professionals of high character. This is our mission. Do you have what it takes? Then join us ... at CHPD, it's all about character.

The Position

We are seeking talented lateral Police Dispatcher II's to perform extraordinary customer and community service with a calm professional demeanor while under stress. Our Police Dispatcher II's must possess at least two years of experience performing public safety dispatch services and exercising independent judgment in assessing and prioritizing calls for service and dispatching appropriate response units. Dispatchers at this level of experience are fully trained and knowledgeable of standard operating procedures and policies used in a 24-hour 9-1-1 Dispatch and Police Communication Center. As new or unusual situations occur, additional instruction or assistance may be given to Dispatchers at the II level. The City's dispatch operation is staffed with 5 Senior Police Dispatchers, 11 Dispatcher II and two Dispatcher Assistant positions. If you join our team, you will work with highly skilled team members, each with an average of over 11 years of experience.

State-Of-The-Art Shift Schedule

The job of a dispatcher is stressful. We acknowledge this and want our employees to have a work/life balance. Our unique shift schedule and staffing configuration for Dispatch and Police Communication Center personnel provides a 36-hour work week based on three 12-hour shifts. In addition, you will have 144 hours of holiday-in-lieu time to be used throughout the year. Shift selection and vacation sign-ups are done on a rotating basis – not seniority. All employees have an equal chance and share the burdens and benefits. The shift schedule makes it possible for you to have 50% of weekends and holidays off every year. In addition, a Flexible Work Program has been created to allow permanent part-time assignments or flexible hours based on an employee's needs.

Ideal Candidate

At CHPD, we have created something new. A place where conviction and character count. A place where the community is truly put first. A place where performance and excellence are rewarded. A place where input and ideas ignite innovation. A place where everyone knows your name.

How do we do this? We do what we say. We accept responsibility and are accountable for our actions – good or bad. We listen and learn. We help employees develop and grow, and we provide real constructive feedback. We actively talk with our employees and seek their input and ideas. We don't settle for "we've always done it this way". We empower employees to make independent decisions and proactively solve problems. We partner with the community to build relationships and enhance safety.

You are an ideal candidate if you are seeking a character-based agency. In addition, you also must:

- Possess journey level knowledge of and skills in receiving, evaluating, prioritizing and relaying calls for emergency and non-emergency public safety assistance;
- Understand the uses and capabilities of CAD (computer aided dispatch) and operate a sophisticated CAD system quickly and accurately;
- Demonstrate knowledge of public safety classification codes, procedures and policies related to dispatching emergency personnel and equipment;
- Listen actively, use effective questioning techniques, and express yourself in English in a clear, distinct, and understandable manner when speaking;
- Have the ability to work regularly scheduled, rotating shifts;
- Understand the philosophy and be committed to perform Community Oriented Policing within a communications center environment; and,
- Possess knowledge and experience in CLETS and records paperwork.

Citrus Heights Police Department - It's All About Character

Compensation and Benefits

\$48,358 - \$58,030 annually effective 10/1/08. The City's 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 5% step system and annual COLA. However, the actual Pay-for-Performance package is based on the City's financial situation and is determined annually. 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 human resources system. The probationary period for this position is eighteen (18) months.

The City offers first class benefits, including: City-paid contribution toward 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; \$1,296 monthly city contribution toward health insurance (effective 01/01/10), 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 State Disability Insurance (SDI) and Medicare. In addition, Dispatch shift personnel will have 144 hours of holiday-in-lieu time to be used throughout the year. More detailed information regarding the City's benefit program is available at <http://jobs.citrusheights.net>.

Recruitment Incentive: As a recruitment incentive, individuals hired into Police-specialized job classifications will accrue Annual Leave based on their years of service with their most recent public sector, law enforcement employer. In addition, a one-time Relocation Award of \$1,500 is available if an employee lives more than 60 miles away from Citrus Heights and relocates to the Sacramento region.

Minimum Qualifications for Police Dispatcher II

- Two years of police dispatching experience similar to the Police Dispatcher I in the City of Citrus Heights and the ability to enter data or type accurately at a speed of 35 words per minute net of errors; possession of a California P.O.S.T. Public Safety Dispatcher Basic Certificate is highly desirable at time of hire and must be obtained by completion of probation.
- Equivalent to completion of the 12th grade.
- May need to possess a valid California Driver's License and proof of automobile liability insurance.

Application Process

This recruitment is open and continuous. The City may choose to close the recruitment at any time if there is no longer a need for the position. 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.

- **ON-LINE APPLICATION:** You may apply on-line at www.CalOpps.org. A cover letter and resume may be included as part of the on-line Employment Application under the heading "Additional Experience." After you electronically submit the Application form using CalOpps, the Supplemental Questionnaire format will appear for you to complete and submit as the remainder of the required on-line application process.
- **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 Human Resources Jobline at (916) 727-4900, TDD (916) 725-6185. No faxed or e-mailed materials will be accepted. Submit hard copy application materials to: City of Citrus Heights – Human Resources, Attention: Police Dispatcher II Recruitment, 6237 Fountain Square Drive, Citrus Heights, CA 95621.

Selection Process

Selected candidates will generally be referred for a first interview and those candidates recommended forward will then be interviewed by the Chief of Police and/or designee. Finalist(s) will be required to 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. Final candidate(s) must then pass medical, drug/alcohol screening, and psychological examinations conducted by City-appointed physicians.

Additional Information

For additional information about this recruitment call (916) 727-4900, TDD (916)725-6185, e-mail joinchpd@citrusheights.net or go to www.joinchpd.net.

ALL INTERESTED APPLICANTS – PLEASE READ THE FOLLOWING INFORMATION

City Selection Standards and Practices: 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. 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.

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.

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 Fair Housing and Employment 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.