



## Citrus Heights Police Department



### *Per Diem Police Dispatcher Part-time, Temporary-Extra Help*

\$28.3135- \$37.6944 Per Hour

Per Diem A (2 years FT experience)

Per Diem B (3 years FT experience)

Per Diem C (5 years FT experience)

*Open and Continuous*

The Citrus Heights Police Department is the premier agency in the Sacramento region where top law enforcement professions serve with strong character, work ethic, and integrity. This is a fast-paced agency has built its foundation on steadfast partnerships internally and within our community. Do you have what it takes? Join us ... at CHPD where it's all about character.

We are seeking highly motivated individuals to join our team. Our Police Dispatchers are the "voice" of our department, providing exceptional and compassionate assistance to our residents. The in-house Communications Center has state-of-the-art technology, innovative training and programs, solid leadership, and a unique focus on employee wellness.

### **THE POSITION**

Employees in this position receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies within the work unit. Per Diem Police Dispatchers perform a variety of functions involved in receiving, evaluation, prioritizing and relaying calls for emergency and non-emergency public safety assistance; to dispatch appropriate units and coordinate response of emergency personnel; to perform a variety of clerical duties related to specialized records functions. This position will be scheduled on an as-needed basis and must be able to work evenings, weekends, holidays and varied shifts.

### **IDEAL CANDIDATE**

You are an ideal candidate if you are seeking a character-based agency and have these attributes:

- Methods and techniques of proper telephone etiquette.
- Customer service principles and practices.
- Principles and procedures of record keeping and filing.
- Correct English usage, spelling and punctuation, and grammar.
- Personal computer use and methods.
- Operations, services and activities of a public safety telecommunications and dispatch center.
- Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems.
- Automated law enforcement information systems and procedures.
- Dispatching techniques with use of radio system for communicating and receiving information.
- Techniques of questioning for both emergency and non-emergency calls.
- Applications of various City and Police Department policies and procedures.
- Pertinent local, state and federal laws, codes, ordinances, City functions, policies, rules and regulations.
- Geographic features and locations within the area served.
- Basic police terminology.

## MINIMUM QUALIFICATION FOR PER DIEM POLICE DISPATCHER

### Experience:

Minimum of two years of dispatching experience in a California law enforcement environment.

### Education:

Equivalent to the completion of the twelfth grade.

### License or Certificate:

Possession of a typing certificate demonstrating the ability to type 35 wpm net of errors prior to hiring.

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

Possession of California POST Public Safety Dispatcher Basic Certificate

## APPLICATION PROCESS

To be considered for this position you must submit a completed, official 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](http://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 by visiting [www.citrusheights.net](http://www.citrusheights.net) and downloading the application materials or you may request the materials by calling the Human Resources line at (916) 727-4731 or calling the TTY/TDD California Relay Service at 7-1-1. Submit hard copy application materials and resume to: City of Citrus Heights – Human Resources, Attention: Per Diem Police Dispatcher Recruitment, 6360 Fountain Square Drive, Citrus Heights, CA 95621. **No postmarked, faxed, or e-mailed materials will be accepted.**

**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 may be invited to the next step(s) of the selection process.

## 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

For additional information about this recruitment call (916) 727-4731, or e-mail [hr@citrusheights.net](mailto:hr@citrusheights.net).

## 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.*