



RECRUITMENT ANNOUNCEMENT

RESERVE DISPATCHER

\$13.72/hr. - \$16.82/hr.

THE POSITION: Under general supervision, performs a variety of support services including technical work in answering and processing all incoming emergency and non-emergency telephone and radio communications received for police, fire and animal control; routine clerical and administrative work; provides customer service to the general public; keeps official records; assists in the administration of the standard operating policies and procedures of the dispatch center; assists in the Records Division as needed and performs related responsibilities as required. Non-sworn position; works various shifts including nights, weekends and holidays.

QUALIFICATIONS: A typical qualifying entrance background is equivalent to high school diploma or GED with one (1) year of related dispatch experience or clerical duties with public contact involving customer service, telephone contact, typing, filing, record keeping, accounting, bookkeeping, or cashiering. Possession of a valid and appropriate California Driver's License issued by the State Department of Motor Vehicles without record of suspension or revocation in any state. Requires knowledge of computers and electronic data processing; modern office practices and procedures, including business math calculations, recordkeeping, cashiering, customer service, and effective communications. Incumbents must be able to think and act quickly and retain composure in stressful situations. Type 35 WPM; typing certificate obtained within the last six months must be attached to the completed application. Online typing tests will not be accepted. E-mailed test results from typing test websites will not be accepted. Applicants shall be non-users of tobacco and shall be required to sign a statement affirming that, as a condition of continued employment, they shall refrain from using tobacco.

SELECTION PROCESS: Applications and supporting material will be reviewed and evaluated. Applicants who appear to be more qualified in terms of experience, education, and training will be invited to participate further in the process. The selection process may include written examination, oral board interview, background investigation, department interview, post-offer drug screening, and any other testing that may be deemed necessary. All applicants will be advised on their status in the selection process. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

APPLY: City of Dinuba, Human Resource Services, 405 E. El Monte, Dinuba, CA 93618, ph. (559) 591-5900, **Open Until Filled.** A City application is required. www.dinuba.org EOE

*Persons with disabilities who require special accommodations may contact Human Resource Services.
Proof of authorization to work in the United States is required for all employees.*

*We are an Equal Opportunity Employer. We do not discriminate on the basis of race,
religion, color, sex, age, national origin, sexual orientation or disability.*

*The provisions of this announcement do not constitute an expressed or implied contract,
and any provision contained in this announcement may be modified or revoked without notice.*

**JOB DESCRIPTION
CITY OF DINUBA**

**DISPATCHER
CLASSIFIED**

DEFINITION: Under general supervision, performs a variety of support services including technical work in answering and processing all incoming emergency and non-emergency telephone and radio communications received for police, fire and animal control; routine clerical and administrative work; provides customer service to the general public; keeps official records; assists in the administration of the standard operating policies and procedures of the dispatch center; assists in the Records Division as needed and performs related responsibilities as required.

EXAMPLES OF DUTIES

Monitors telephones and radio in the dispatch center; receives, interprets, ascertains, prioritizes, and responds to calls of a routine and emergency nature, including those calls involving life-threatening situations expeditiously and accurately; gathers necessary information to transmit or relay; dispatches police, fire, and/or animal control for necessary action, including determining necessary units required for response; broadcasts nature, location and time of incident; operates a multiple computer system utilizing various law enforcement management system programs simultaneously; contacts all required personnel and other local concerns in the event of an emergency situation; ensures the presence of reserve units by contacting personnel designated for call-back; relays information to personnel in areas such as warrants, vehicles, driver's licenses, and criminal history; enters relevant information and retrieves information on multiple computerized systems, including a computer-aided dispatch system; maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information; visually monitors status display terminals while simultaneously monitoring radio frequencies aurally; keeps track of various information such as traffic lights out and streets closed and keeps emergency personnel informed; monitors individuals in holding cells for proper conduct, safety, and medical or other needs; assists in training new employees; maintains dispatch center work area and equipment in clean and working condition; operates radios as needed and assists in radio communications; operates base radio as required; assists in the Records Division to provide clerical and customer service duties; processes records; receives and processes payments over the counter and by mail; assists in the preparation of a variety of reports and records; records and files citations and maintains report files; enters data into the computer, and generates a variety of law enforcement management system reports; inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data; maintains dispatch documents and records; and performs additional duties as required.

EMPLOYMENT GUIDELINES

Knowledge of:

- Modern office methods, procedures and practices;
- Business math calculations;
- Basic techniques of administrative research;
- Record keeping;
- Customer service;
- English usage, spelling and grammar;
- Appropriate safety precautions and procedures.

Ability to:

- Work effectively and calmly in stressful situations, while prioritizing workload and adopting effective courses of action;
- Focus on a variety of tasks simultaneously, while retaining information gathered and exercising sound judgment in situations with a high consequence of error;

Ability to: (cont'd)

Handle stressful situations and maintain composure;
Exercise tact, courtesy, and patience in all contacts with public and co-workers;
Deal effectively with the public in hostile, hysterical and other emotional states over the phone;
Learn applicable laws, ordinances, and department rules and regulations;
Understand pertinent procedures and functions quickly and accurately;
Memorize radio codes, terminology, and commonly used Penal and Vehicle Codes;
Communicate verbally over phone and radio with an understandable voice quality;
Enter information received over phone or radio accurately in an abbreviated form in a computer;
Maintain confidentiality of privileged or sensitive information;
Perform cashier duties accurately;
Retain and recall information;
Communicate clearly and concisely, both orally or in writing;
Maintain filing and record keeping systems;
Accurately record information;
Learn the City of Dinuba's geography, including identifying major landmark and streets;
Operate a keyboard accurately at 35 corrected words per minute;
Understand and carry out oral and written instructions in English;
Establish and maintain effective working relationships with those contacted in the course of work;
Bi-Lingual (English/Spanish) preferred;
Operate a vehicle observing legal and defensive driving practices.

Education/Experience/Training: Any combination of training, education, and experience which demonstrates an ability to perform the duties of the position. A typical qualifying entrance background is equivalent to high school diploma or GED with one (1) year of related dispatch experience or clerical duties with public contact involving customer service, telephone contact, typing, filing, record keeping, accounting, bookkeeping, or cashiering. Must type thirty-five (35) words per minute.

License/Certification: Possession of a valid and appropriate California Driver's License issued by the State Department of Motor Vehicles without record of suspension or revocation in any state.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Frequently sit and talk or hear; occasionally walk; frequently use hands to finger, handle, or feel objects, tools, or controls and reach with hands and arms; occasionally lift and/or move up to 25 pounds; occasionally stoop, kneel, crouch, or crawl. Specific vision abilities include close vision, distance and peripheral vision, depth perceptions, and the ability to adjust focus. The noise level in the work environment is usually quiet with occasional moderate noise. Must be a non-user of tobacco and shall be required to sign a statement affirming that, as a condition of continued employment, employee shall refrain from using tobacco.

The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

**An Equal Opportunity/
Affirmative Action Employer**



HUMAN RESOURCES
405 E. El Monte Way
Dinuba, CA 93618
(559) 591-5900
Fax (559) 591-3815
www.dinuba.org

EMPLOYMENT APPLICATION

INSTRUCTIONS: Completely fill out application and sign it, print in ink or type. It is the applicant's responsibility to ensure that the application is on file in Human Resources on the final filing date. Late applications will be rejected.

POSITION APPLYING FOR: _____

NAME:	Last Name	First Name	Middle
ADDRESS:	Street/P.O. Box	City	State Zip Code
TELEPHONE: ()	Home	()	Business () Cell
EMAIL ADDRESS: _____			

DRIVER'S LICENSE NUMBER: _____ **CLASS:** _____ **STATE:** _____ **EXPIRES:** _____
Completion of this question is required only if the position for which you are applying requires the possession of a valid California Driver's license.

I meet the minimum age requirements as stated on the job announcement for this position. Yes No

EDUCATION

Did you graduate from High School, pass the State High School Equivalency Exam, or do you possess a G.E.D. certificate? Yes No
 Name of last High School attended: _____

College or University	Major	Units	Degree

Please list any experiences, certificates/licenses, skills or special training that are *related* to the position which you are applying for.

ADDITIONAL INFORMATION

Are you related to any City of Dinuba employee? If yes, state name and relationship.	<input type="checkbox"/> Yes _____ <input type="checkbox"/> No
Are you now or have you ever been employed by the City of Dinuba?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can you, after employment, submit verification of your right to work in the United States?	<input type="checkbox"/> Yes <input type="checkbox"/> No
List languages you speak fluently other than English:	

EMPLOYMENT HISTORY

List most recent experience first; carefully account for all employment and/or job related volunteer experience. List each job title even if employed by the same employer. Use additional sheets if necessary using the same format below. A resume may be attached, but will not be substituted for the information required in this section. Your application will be rejected if you write "See Resume".

EMPLOYER: ADDRESS: PHONE NO: POSITION TITLE: FROM (Mo/Yr.): TO (Mo/Yr.): HOURS WEEK: SUPERVISOR NAME AND TITLE: DESCRIPTION OF DUTIES: REASON FOR LEAVING:

EMPLOYER: ADDRESS: PHONE NO: POSITION TITLE: FROM (Mo/Yr.): TO (Mo/Yr.): HOURS WEEK: SUPERVISOR NAME AND TITLE: DESCRIPTION OF DUTIES: REASON FOR LEAVING:

EMPLOYER: ADDRESS: PHONE NO: POSITION TITLE: FROM (Mo/Yr.): TO (Mo/Yr.): HOURS WEEK: SUPERVISOR NAME AND TITLE: DESCRIPTION OF DUTIES: REASON FOR LEAVING:

EMPLOYER: ADDRESS: PHONE NO: POSITION TITLE: FROM (Mo/Yr.): TO (Mo/Yr.): HOURS WEEK: SUPERVISOR NAME AND TITLE: DESCRIPTION OF DUTIES: REASON FOR LEAVING:

I hereby certify that all statements made on or in connection with this application, including my training, education and experience are true and complete o the best of my knowledge and belief. I understand and agree that any misstatement or omissions of material fact herein will cause forfeiture on my part of all rights to employment with the City of Dinuba. I further understand that any offer of employment is conditional upon my ability to meet the established requirements of the job. These requirements include but may not be limited to: undergoing a pre-employment physical, including a drug screen by a physician of the City's choosing; undergoing a fingerprint background check ; signing an oath of office; and furnishing proof of either citizenship or the legal right to work in the United States of America upon appointment.

Date: Signature of applicant:

DISABLED APPLICANTS

The City of Dinuba will make reasonable accommodations in the exam process to accommodate disabled applicants. If you are invited to participate in any test process and have a disability for which you require an accommodation, please contact the City of Dinuba, Human Resources.



EMPLOYMENT APPLICATION SUPPLEMENT

APPLICANT'S NAME: _____

DATE: _____

POSITION APPLYING FOR: _____

CONVICTIONS

Have you ever been convicted of a felony or misdemeanor?

(Please do not include minor traffic infractions or juvenile offenses. No applicant except for the position of Police Officer, need disclose any convictions for marijuana use within two (2) years from the date of such conviction per Labor Code 432.8) Yes No

If yes, please list each offense below. *(A conviction is not an automatic bar to employment)*

Description of Charge	Date	City & State	Final Result of Charge

Name: _____

Position Applied For: _____

(This page will be detached from your application and filed separately)

COMPLETION OF THIS SECTION IS OPTIONAL

HOW DID YOU HEAR ABOUT THIS JOB OPPORTUNITY?

<input type="checkbox"/> Newspaper	<input type="checkbox"/> City Employee	<input type="checkbox"/> Publication	<input type="checkbox"/> Job Announcement
<input type="checkbox"/> City Website	<input type="checkbox"/> City Email Notice	<input type="checkbox"/> Social Media	<input type="checkbox"/> Other _____

NOTE: RACE/ETHNICITY AND GENDER INFORMATION IS FOR STATISTICAL PURPOSES ONLY AND IS NOT USED IN HIRING

RACE/ETHNIC DATA

<input type="checkbox"/> White	<input type="checkbox"/> Black	<input type="checkbox"/> Hispanic	<input type="checkbox"/> Asian
<input type="checkbox"/> Indian	<input type="checkbox"/> American Indian or Alaskan Native	<input type="checkbox"/> Native Hawaiian or Pacific Islander	<input type="checkbox"/> Other

GENDER DATA

<input type="checkbox"/> Male	<input type="checkbox"/> Female
-------------------------------	---------------------------------