

Communications Dispatcher I

(Sheriff)

Recruitment #10-3610-0054

Salary: \$3,042 - \$3,696 Monthly

Date Opened: 7/26/2010 8:00:00 AM

Filing Deadline: 8/6/2010 4:00:00 PM

Job Type: Open

Analyst: Gilbert De La Torre

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The **Fresno County Sheriff's Office** seeks energetic and motivated individuals with exceptional communication skills for the position of **Communications Dispatcher I**.

Communications Dispatchers are primarily oriented to receive and respond to emergency calls by telephone or radio; key pertinent data such as name, address, and nature of the emergency into a computer; operate a multi-channelled computer-assisted radio system to dispatch public safety personnel; refer call or caller according to policy and procedure; monitor the location and activity of field units at all times; and perform related work as required.

Ideal candidates will possess —

The **skills** and **ability** to:

- Function under stressful conditions and circumstances.
- Effectively and calmly relay information.
- Read and interpret written materials and maps.
- Exercise a retentive memory and keen observation skills.
- Effectively communicate orally and in writing.
- Operate telephone, recording, and radio equipment.
- Type at least 35 WPM.
- Type from an auditory source and control telephone conversation to elicit information.
- Work in an enclosed and windowless environment.
- Learn Departmental goals, objectives, policies, procedures, and practices.
- Exercise a high degree of maturity, integrity, and sound judgment.
- Establish and maintain effective working relationships at all organizational levels and with the public.

Knowledge of:

- Various computer applications and the ability to operate records management software.

NOTE: **As a condition of employment candidates must undergo and pass a thorough and detailed personal background investigation, medical, and polygraph examination. These investigations include employment and credit histories, arrest/criminal records, drug/alcohol use, and personal conduct. This list is neither inclusive nor exclusive; other relevant areas may be investigated and verified. Background materials for failed candidates are retained for three years.**

NOTE: **Applicants must be willing to work shifts as assigned, including nights, weekends, and holidays.**

MINIMUM QUALIFICATIONS:

Experience: One (1) year of full-time, paid experience involving telephone contact with the public, and computer experience.

Other: Ability to type thirty-five (35) words per minute is required. **A typing certificate validated within the last 12 months must be submitted with your application. Online certificates are not acceptable. Applications missing a valid typing certificate will be considered incomplete and will be rejected.**

SAMPLES OF DUTIES:

- Dispatches public safety personnel using the Computer-Assisted Dispatch and radio systems.
- Answers incoming calls; elicits pertinent information; determines nature of the call; keys information into the CAD system; or refers call or caller according to policy and procedure.
- Prioritizes calls in order to determine dispatch order and law enforcement personnel required in accordance with policy and procedure.
- Monitors all radio transmissions from law enforcement field units in order to insure officer safety, anticipate officer needs for assistance, respond rapidly to emergency radio traffic, and to determine changes in field conditions using the CAD and radio systems.
- Performs a variety of checks on people, weapons, and vehicles in order to provide information to officers using the CAD, Clets, NCIC, and ANI-ALI systems, and local and State laws.
- Notifies and relays information to appropriate agencies regarding public hazards.

ATTRACTIVE BENEFITS PACKAGE:

- Health Insurance (Medical, Dental, and Vision)
- Competitive Retirement Plan
- Eleven (11) paid holidays
- Disability and Life Insurance
- Leave Plan (paid "time off")
- Employee Assistance Program

Optional benefits include:

- Deferred Compensation Plan - (County sponsored tax shelter savings plan.)
- Flexible Spending Plan(s) – (Set aside pre-tax \$ to pay for eligible medical, dependent care, and qualified parking and mass transit expenses.)
- Fresno County Federal Credit Union – (County employees can take advantage of low interest rates, no annual fees for checking accounts, direct deposit, online banking, and many other services.)

SELECTION PROCESS:

Depending upon the number of applications meeting the Minimum Qualifications and filing requirements, applicants may be scheduled for the following examination process:

- **Written examination** (weighted 100%).

Successful candidates will be placed on an employment list effective for a minimum of 3 months (may be extended up to an additional 12 months) and certified in final rank order as vacancies occur.

NOTE: The written examination is developed by the California Commission on Peace Officer Standards and Training (POST). POST has an exam guide available to applicants interested in an overview of the exam. You may download a copy of the exam guide by clicking on the link below and selecting [POST Entry-level Dispatcher Selection Test Battery: Examinee Guide](#) under the section titled "written examination."

<http://www.post.ca.gov/Hiring/Dispatchers/>

REQUIRED APPLICATION MATERIALS:

1. **Fresno County Application**
2. **Supplemental Questionnaire**
3. **Copy of a typing certificate validated within the last 12 months. Online certificates are not acceptable. You may fax a copy to 488-3325, attn: Gilbert De La Torre**

HOW TO APPLY:

Online: www.jobaps.com/fresno or www.co.fresno.ca.us
(employment opportunities)
Open "Job Information Flyer" and follow the "to apply on-line"
instructions.

By mail or in office: Personnel Services
Fresno County Plaza
2220 Tulare St. 14th Floor
Fresno, CA 93721

Office hours: Monday – Friday 8:00AM to 5:00PM; excluding holidays.

Once the filing deadline has passed, you may check the status of this recruitment at any time by logging on to www.jobaps.com/fresno or www.co.fresno.ca.us (employment opportunities) and clicking on the "[Closed Jobs Status Board](#)" link.

Please be advised that it is the applicant's responsibility to notify Personnel Services of any mailing address and telephone number changes. Notices sent via U.S. Mail from Personnel Services are not forwarded ("Return Service" is requested, therefore mail will not be sent to a forwarding address).

Should you feel you need special accommodations for this examination due to a qualifying disability, please contact Personnel Services at (559) 488-3364 at least five (5) days prior to your examination.

EQUAL OPPORTUNITY EMPLOYER
