



An Equal Opportunity Employer

# Job Announcement

[www.placer.ca.gov/jobs](http://www.placer.ca.gov/jobs)



Job Line: (530) 889-4070 ♦ Recruitment Help Line: (530) 886-4607 ♦ Recruitment Fax: (530) 886-4609  
145 Fulweiler Ave., Suite 200 Auburn, CA 95603 ♦ email: [jobs@placer.ca.gov](mailto:jobs@placer.ca.gov)

## PUBLIC SAFETY DISPATCHER II

Open Recruitment

Permanent & Extra Help/Temporary

\$3,585 - \$4,358 Monthly plus Benefits

\$20.68 Hourly for Extra Help/Temporary

To be considered for this position, you must complete and submit a Placer County Application for Employment AND the attached supplemental questionnaire. **APPLICATIONS RECEIVED WITHOUT A SUPPLEMENTAL QUESTIONNAIRE WILL NOT BE CONSIDERED.**

**Final Filing Date**

**CONTINUOUS RECRUITMENT (MAY CLOSE AT ANY TIME)**

To obtain the application materials you may download them from web site [www.placer.ca.gov/jobs](http://www.placer.ca.gov/jobs), visit the Personnel Department during regular office hours or submit a request either by e-mail ([jobs@placer.ca.gov](mailto:jobs@placer.ca.gov)) or voicemail on the job line (530) 889-4070 - please include your name, address and the title of the position in which you are interested.

**Description**

Receive and transmit routine and emergency requests for law enforcement, fire, ambulance and/or emergency assistance and equipment in a coordinated and calm manner; monitor public safety frequencies; and operate complex teletype and video terminals for automated information retrieval.

**Distinguishing Characteristics**

This is the full journey level class within the Public Safety Dispatcher series. This class is distinguished from the Public Safety Dispatcher I by the assignment of the full range of duties. Employees at this level 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. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level. This class is distinguished from the Senior Public Safety Dispatcher position in that the latter is assigned shift supervisor and training responsibilities. May exercise technical and functional supervision over entry dispatchers as needed.

**Minimum Qualifications**

*It is the applicant's responsibility to identify in their application materials how they meet the MINIMUM QUALIFICATIONS listed below.*

**Experience:** One year of operational experience in a public safety dispatching setting.

**Training:** Equivalent to the completion of the twelfth grade.

**License or Certificate:** Successful completion of the P.O.S.T. Certified Basic Complaint/Dispatcher course or the P.O.S.T. Public Safety Dispatcher Training Equivalency Examination; Must satisfactorily complete the P.O.S.T. Certified Emergency Medical Dispatch course prior to completion of the probationary period; Possession of, or ability to obtain a valid CPR certificate by the completion of the probationary period; Possession of, or ability to obtain, a valid driver's license. Proof of adequate vehicle insurance and medical clearance may also be required.

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**Note:** Incumbents in this classification who are assigned to a position allocated as Bilingual, requiring the use of a second language, will be required to be proficient in the verbal, written and interpretative skills of the specified language.

**Note:** Specific job classification duties are available on-line at: [classandcomp.com](http://classandcomp.com) or upon request by calling (530) 889-4060.

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**Special Requirements**

Prior to appointment as a Public Safety Dispatcher II, candidates offered employment must complete a background investigation, CVSA, psych, and pre-employment medical examination.

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**Examination Process**

**TRAINING & EXPERIENCE RATING – 100%**

Based upon responses to the attached supplemental questionnaire, the applicant's education, training and experience will be evaluated using a pre-determined formula. Scores from this evaluation will determine applicant ranking and placement on the eligible list.

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**Notification**

Notification for each phase of the recruitment process will be by U.S. Mail. Please notify the Personnel Department of any address change for all applications submitted.

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**Knowledge of**

Techniques, procedures and methods utilized in the operation of radio telephone equipment. Organization, operations and terminology of police, fire, or other public safety agencies. Automated systems pertaining to communications/dispatch operations. Pertinent Federal, State and local laws and codes. Geography of the County and location of streets and important buildings. Departmental established rules and procedures. Basic functions of police, fire, and other public safety agencies. Correct English usage and grammar.

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**Ability to**

Manage emergency situations and assist in directing an appropriate course of action by operating radio and 911 telephone equipment to dispatch public safety equipment and personnel. Analyze a situation and determine effective course of action; adjust quickly to changing situations; perform several tasks at once and assign reasonable priorities to incoming calls; monitor multiple frequencies. Listen carefully and attentively and remember names, locations and numbers; record pertinent data associated with C.A.D. events and logs. Speak clearly and concisely in an understandable voice via radio and telephone and in person. Maintain an efficient, calm demeanor in handling adverse or stressful situations. Differentiate various sounds and tones, i.e., alarms. Understand and carry out oral and written directives. Perform job tasks effectively under pressure for sustained periods of time. Communicate effectively both orally and in writing. Type accurately at a speed necessary for successful job performance. Read maps quickly and accurately. Work irregular hours and shift work, including holidays, nights and weekends. Establish and maintain effective working relationships with those contacted in the course of work. Continuously analyze information received from a variety of codes correctly and translate information to the public; know various locations and addresses; observe computer screen for messages; receive information from the public and assist in problem solving their particular dilemma; remember, understand, interpret and apply Department policies for different types of calls; explain to the public how their concern will be handled. Sit at workstation for long periods of time on a continuous basis. Intermittently, twist and reach office equipment, or to obtain materials from printer or other locations within the dispatch center; write or use keyboard to communicate through written means; verbally give instructions to officers in the field; possess auditory requirements in order to differentiate sounds over the radio; lift light weight.

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**Condition of Employment**

Before date of hire, applicant must pass a medical examination which includes drug screening and possibly a psychological evaluation, sign a constitutional oath, and submit proof of U.S. Citizenship or legal right to remain and work in the U.S. Applicants may also be required to submit proof of age, undergo a background check, be bonded, and/or be fingerprinted.

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**Modified Agency Shop**

All new permanent employees, with the exception of law enforcement and management, shall be required to join the employee organization or pay an 'Agency Fee' as a condition of employment.

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**Benefit Package**

Placer County values its employees and offers permanent employees an excellent benefit package including:

**Bereavement Leave** May use up to five days of sick leave.

**Call Back Pay** Receives a minimum of 2 hours pay at 1.5 times, receive up to 1 hours pay at 1.5 time when authorized work is performed but not required to physically return to work.

**Deferred Compensation** Voluntary 457 and 401K are available through payroll deduction, no County match.

**Education Allowance** Tuition reimbursement available for approved classes up to a maximum of \$550.00 per year.

**Health Insurance** Placer County provides Medical, Dental and Vision insurance for its employees and their dependents. **MEDICAL:** Several medical plans are offered including HMO and PPO plans. Depending on which plan the employee chooses, the maximum County contribution for medical insurance for a family is up to \$1190/mo. **DENTAL:** The maximum County contribution for a family is \$50.36/mo. **VISION:** The maximum County contribution for a family is \$9.20 per month. (These are non-Tahoe rates.)

**Holidays** 13 days/yr.

**Life Insurance** \$10,000 coverage, employer paid at a cost of \$2.40/mo.

**Long-Term Disability** Employee paid LTD for the first 5 years of employment, County paid there after at a cost of \$0.40/100 of pay.

**Retiree Medical** 10 years PERS service credit with 5 years with Placer County to receive 50% of the County contribution paid medical with an additional 5% for each additional year.

**Retirement** PERS 2.5% @ 55 Local Miscellaneous, Employer's contribution is 13.447%. Employee's contribution is 8%, employer picks up 7% of the employee contribution. (Note: Placer County employees contribute 6.2% into Social Security and 1.45% into Medicare, which is matched by the County.)

**Sick Leave** 12 days per year unlimited accrual.

**Special Assign/Additional Pay** Additional 5% bilingual pay. Longevity pay of an additional 5% after 5 years at Step 5.

**Stand-By Pay** \$21 for weekdays and \$24 for weekends and holidays paid for in units of 8 hours.

**Vacation** Vacation time: 0 - 2 years = 10 days, 3 - 4 years = 12 days, 5 - 9 = 15 days, 10 - 19 years = 20 days and 20 or more years = 25 days. Maximum accrual of 400 hours with less than 10 years of service and 520 hours with more than 10 years of service.

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**Substitute Lists**

The eligible list(s) resulting from this recruitment may be certified as a substitute list for a substantially similar classification. For this purpose, a substantially similar classification is one at a lower level in the same classification (example: entry level vs. journey) and/or a similar classification (similar work performed, similar training and experience qualifications required). If you are contacted for an interview by a County department, you will be informed of the classification and other relevant information. If you choose not to interview for a substantially similar classification, you will remain on the eligible list for which you originally applied.

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**Employees of Other Public Agencies**

Placer County now offers an expedited process for qualifying certain applicants for interviews. Candidates currently employed, or employed within the last year, by a public agency operating under a personnel civil service or merit system may be eligible to be placed on a Public Agency Eligible List and certified as eligible for appointment to a similar job assignment without going through the examination process. For more information on the Public Agency Eligible List and to download forms, please visit our website at: <http://www.placer.ca.gov/personnel/pael.aspx>.

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Thank you for your interest in employment with Placer County. Placer County is an equal opportunity employer and is committed to an active, nondiscrimination program. It is stated in the policy of Placer County that harassment is prohibited and that all employees and applicants shall receive equal consideration and treatment. All recruitment, hiring placement, transfer and promotion will be based on the qualification of the individual for the positions being filled regardless of sex, sexual orientation, race, color, ancestry, religious creed, national origin, physical disability (including HIV and AIDS), mental disability, medical condition (cancer), age (over 40), or marital status. Please contact the Personnel Department at least 5 working days before a scheduled examination if you require accommodation in the examination process. Medical disability verification may be required prior to accommodation.

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