



SAN RAMON VALLEY



PUBLIC SAFETY DISPATCHER

The San Ramon Valley Fire Protection District and the San Ramon Police Department jointly invite qualified applicants to submit an application for the position of Lateral Public Safety Dispatcher. We encourage highly qualified applicants to consider joining our newly formed 9-1-1 Emergency Communications Center. Under direction and management of the San Ramon Valley Fire Protection District, the 9-1-1 Center will provide the full array of public safety communications services for Police/Fire and EMS.

ABOUT THE COMMUNICATIONS CENTER

The San Ramon Valley Fire Protection District and the San Ramon Police Department have partnered to develop a joint 9-1-1 PSAP. Dispatchers process all incoming emergency and non-emergency calls-for-service and dispatch Police/Fire and EMS. The San Ramon Valley 9-1-1 Emergency Communications Center is an EMD Accredited Center of Excellence, certified by the International Academy of Emergency Dispatch. The Communications Center is equipped with state-of-the-art voice, data, and wireless technology utilizing TriTech CAD/RMS, Vesta 4.0, and Motorola MCC 7500 Elite. The Center will be staffed with nine full-time Public Safety Dispatchers, three Dispatch Supervisors, and a Communications Center Manager.



ABOUT THE SAN RAMON VALLEY FIRE PROTECTION DISTRICT

The San Ramon Valley Fire Protection District provides all-risk fire, rescue, and emergency medical services to the communities of Alamo, Blackhawk, the Town of Danville, Diablo, the City of San Ramon, the southern area of Morgan Territory, and the Tassajara Valley, all located in Contra Costa County.

The District's service area encompasses approximately 155 square miles and serves a population of 169,900. The District maintains nine career fire stations and one volunteer-staffed station and other supporting facilities located throughout the jurisdiction.

ABOUT THE SAN RAMON POLICE DEPARTMENT

The San Ramon Police Department provides the full spectrum of law enforcement services, including Patrol, Traffic, Investigations, Records, Crime Prevention, and more. The San Ramon Police Department employs 62 sworn officers and 20 civilian employees, serving a resident population of 78,000 and a daytime population of 100,000.

The City of San Ramon is one of the Bay Area's most desirable areas to live and work. Located in Contra Costa County, San Ramon is approximately 25 miles east of the City of Oakland in the San Francisco Bay Area. The city spans an area of more than 18 square miles. For more information regarding the City of San Ramon, the San Ramon Police Department or the San Ramon Valley Fire Protection District, please visit the following websites:

- <http://www.ci.san-ramon.ca.us>
- <http://www.ci.san-ramon.ca.us/police>
- <http://www.firedepartment.org/>



THE POSITION

Under the supervision of a shift supervisor, the Public Safety Dispatcher processes emergency and non-emergency calls for service; dispatches police, fire, medical, and other emergency equipment, by telephone or radio, utilizing complex technical aids, such as Computer Aided Dispatch systems (CAD); and performs other related duties as assigned.

The ideal candidate will possess a POST Basic Certificate, EMD Certificate, and knowledge in all disciplines of Police/Fire and EMS dispatching.

Duties

- Receives and processes 9-1-1, emergency and non-emergency requests for assistance, evaluates the information provided and creates CAD system events; provides pre-arrival and post-dispatch instructions to the caller or relays information to other jurisdictions; processes and prioritizes incoming calls.
- Dispatches Police/Fire and EMS personnel and equipment on both routine and emergency calls utilizing a CAD system, multiple video display terminals, radio dispatching consoles, and related equipment.
- Monitors and maintains status of public safety personnel and equipment; analyzes situations accurately and takes effective action to help ensure officer and firefighter safety; handle the reassignment of fire equipment to ensure adequate district-wide fire protection.
- Provides operational support for police, fire, and medical operations; facilitates outside agency assistance and mutual aid requests; as requested, enters, updates, and retrieves information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles; handles tow requests and other information.



Qualifications

Minimum Qualifications:

- One year experience as a Public Safety Dispatcher. Experience dispatching for police/sheriff's department highly desired.
- Requires a POST Basic Dispatch Certificate.
- An MPDS certificate from the International Academy of Emergency Dispatch preferred.
- Healthcare Provider CPR Certificate preferred.
- Possession of a high school diploma, G.E.D. equivalency or high school proficiency certificate.
- Possession of a valid California Driver's License. Must maintain a valid California Driver's License throughout employment.



Knowledge of:

- Techniques, procedures, and methods used in the operation of a Public Safety Communications Center.
- Operation of telecommunications equipment and CAD system.

Ability to:

- Operate and accurately enter information into the CAD system with sufficient speed and accuracy to document field activity and create calls for dispatch within response criteria guidelines.
- Analyze situations quickly and accurately and take effective action to assure officer, firefighter, and citizen safety.
- Use emergency medical questioning techniques and provide medical instructions via telephone when required.
- Extract information or data from multiple video terminal displays which dynamically update.
- Work in a highly structured environment where all communications and work are recorded or documented as public record.
- Maintain composure and work effectively under pressure.
- Carry on multiple conversations while distinguishing background radio communication.

COMPENSATION

The Public Safety Dispatcher position is a non-exempt, non-safety, represented position.

Compensation: Starting salary is \$6,629/month which includes a holiday differential as well as a 2.5% EMD differential. Top step salary is \$8,122/month. An FLSA differential is also included in the monthly compensation.

Hours: This is a shift position on a 48/96 shift schedule (48 hours on duty followed by 96 hours off duty).

Vacation: Accumulation rate increases with length of service. The initial rate is 14 hours per month.

Sick Leave: Accumulated at the rate of 12 hours per month indefinitely during tenure of career.

Insurance: Medical benefits are provided through CalPERS and include several PPO or HMO options. The District currently contributes 92% of monthly premiums for employee and dependent medical up to an established cap, and 100% for employee and dependent dental, vision, and EAP insurance, as well as 100% for life insurance for the employee only.

Retirement: Pension benefits are provided by Contra Costa County Employees' Retirement Association (CCCERA). Public Safety Dispatchers are classified as Non-Safety Members. Eligibility and classification into the retirement system will be determined by CCCERA pursuant to the Public Employee's Pension Reform Act (PEPRA) guidelines. Dependent upon CCCERA classification, employee retirement contributions will be determined pursuant to either PEPRA or District guidelines.



APPLICATION PROCESS

Applicant Testing:

Applicants will be required to successfully complete a CritiCall Dispatcher test administered by the South Bay Regional Public Safety Training Consortium located at 4750 San Felipe Road, San Jose. By the final filing date of February 11, 2016, applicants must present evidence of an overall passing score of 77 or higher with passing scores on all components of the CritiCall test. Testing dates have been scheduled for Friday, January 29, and Tuesday, February 2. Additional dates may be added. Please contact the District at hr@srvfire.ca.gov for further instructions regarding test registration.

Application Submission:

Qualified candidates are encouraged to apply. **Candidates must apply online through CalOpps.org at www.CalOpps.org.** A complete job announcement and job description are available on the District website at www.firedepartment.org/employment for informational purposes only.

A completed application must be entered into CalOpps.org no later than 5:00 pm, on the final filing date of February 11, 2016. All other supporting documents, including a resume and copies of all required licenses, certifications, and CritiCall scores must be emailed to hr@srvfire.ca.gov by 5:00 pm on the final filing date as well. Please include your name on the subject line. Incomplete and/or late applications will not be processed.

Applications will be reviewed against the qualifications and requirements as listed in this announcement. The District and the Police Department will select the best qualified candidates to participate in the recruitment process which will include a panel interview with subject matter experts, currently scheduled for February 17 or February 18, 2016. Successful candidates will be invited to attend a Chief's interview on February 23, 2016. Dates may be subject to change.

Candidates considered for employment will be required to undergo an extensive background investigation, a psychological evaluation, and a polygraph in addition to a post-offer medical examination, including a drug screening.

The San Ramon Valley Fire Protection District is an Equal Opportunity Employer.

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