



**CITY OF ARCADIA**  
invites applications for the position of:

## **Dispatcher I/II**

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<b>SALARY:</b>	See Position Description
<b>DEPARTMENT:</b>	Police Department
<b>OPENING DATE:</b>	11/17/22
<b>CLOSING DATE:</b>	Continuous
<b>DESCRIPTION:</b>	

**\*THIS RECRUITMENT IS TO ESTABLISH AN ELIGIBILITY LIST\***

Our world class public safety agency is a leader in creating a positive change through strengthening our relationship with our community. We combine and incorporate kindness, integrity, accountability, and compassion into our commitment to service.

We believe the most valuable resource we have are the men and women of the Arcadia Police Department who serve with honor, integrity and above all compassion. If “Making a Difference” is important to you, we welcome you to apply for our Police Dispatcher position.



**THE POSITION:**

The City of Arcadia is seeking a responsible and service-oriented individual to perform a variety of duties involved in the operation of the emergency services systems and various communication devices to receive, route, relay, and dispatch calls for emergency and non-emergency law enforcement, ambulance, fire, and other services. The ideal candidate will have the ability to multi-task and work in a fast-paced environment effectively and efficiently. Attention to detail and strong interpersonal and oral communication skills are a must. The successful candidate will show enthusiasm towards customer service and have a strong commitment to serving the community.

**SALARY INFORMATION:**

**Dispatcher I:**

Monthly: \$3,996 - \$4,989

Annually: \$47,952 - \$59,868\*

**Dispatcher II:**

Monthly: \$4,633 - \$5,784

Annually: \$55,596 - \$69,408?\*

\*Listed salary amounts indicate the first and last steps of the range for each position.

**REQUIRED DOCUMENTS:****Dispatcher I Level:**

1) In addition to the City's application, candidates must submit a certified typing certificate, obtained within the last 12 months to demonstrate they meet the minimum typing requirement of 35 words per minute (wpm) net. **Self-administered and Internet typing tests will not be accepted.** Failure to submit the required typing certificate with the application will result in disqualification from the recruitment process. Re-certification of typing speed may be required as a condition of hire with the City.

**Dispatcher II Level:**

1) In addition to the City's application, candidates must submit a certified typing certificate, obtained within the last 12 months to demonstrate they meet the minimum typing requirement of 35 words per minute (wpm) net. **Self-administered and Internet typing tests will not be accepted.** Failure to submit the required typing certificate with the application will result in disqualification from the recruitment process. Re-certification of typing speed may be required as a condition of hire with the City.

2) A valid P.O.S.T Dispatcher/Telecommunications Certification.

**KEY DATES:****APPLICATION DEADLINE: Open continuously (First review on December 1, 2022)****WRITTEN EXAM: December 28, 2022 (Tentative)****ORAL EXAM: Week of January 16, 2023 (Tentative)**

**NOTE: In order to move forward in the recruitment process, you are required to show proof that you are fully vaccinated upon receipt of a conditional offer letter (before going into backgrounds). Please do not submit your proof of vaccination until after receipt of a conditional job offer. You are considered "fully vaccinated" two weeks after completing the second dose of a two-dose COVID-19 vaccine (e.g., Pfizer or Moderna) or two weeks after receiving a single dose of a one-dose vaccine (e.g., Johnson & Johnson/Janssen).**

**EXAMPLES OF DUTIES:**

For a complete description of duties, refer to the [Dispatcher I/II class specification](#).

- o Receive calls for service from the public requesting ambulance, fire, law enforcement or other emergency and non-emergency services; obtain appropriate information; input and update information into CAD system; determine nature and location of emergency; determine priority and dispatch emergency units as necessary and in accordance with established procedures for operating a dispatch system; maintain contact with calling party; relay pertinent information to responding party.
- o Maintain contact with all units on assignment; maintain status and location of field units; maintain daily log of all field calls and units dispatched.
- o Maintain awareness of activities on prior shifts and continuing problems or situations.
- o Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.
- o Monitor and provide dispatching services for a variety of agencies after hours.
- o Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of automated and manual logs, records and files relating to emergency services activities; enter into computer.

- o Operate various equipment including multi-line telephones, multi-channel two-way radio, computer, teletype, typewriter, 911 emergency and alarm monitoring equipment, Computer Aided Dispatch (CAD) system, National Criminal Information Center (NCIC) terminal, fax machines, dictaphones, copiers, and other communications equipment.
- o Coordinate with Emergency Management Agency and Civil Defense in cases of disasters or severe weather; monitor weather wire; obtain and distribute pertinent information to the public and other agencies.
- o Maintain confidentiality of information.
- o Attend training and information sessions to keep aware of local government capabilities and resources to assist the public and elected officials in the protection of life and property.
- o Perform minor maintenance or adjustments on communications equipment; maintain general cleanliness in the workplace; change tapes and clocks as necessary; request maintenance as necessary.
- o Prepare alarm response logs; tabulate responses; prepare authorizations to bill for services.
- o Enter police records/information into data bases as necessary to support Records Bureau operations.
- o Operate NCIC/computer system to enter, modify, update and retrieve data such as stolen and recovered property, driver license and vehicles registration information, and warrants on wanted persons.
- o Obtain and process a variety of documents and information including criminal histories, NCIC and warrant entries, work-ups, and validations for deputies and detectives.
- o Perform related duties and responsibilities as assigned.

## **MINIMUM QUALIFICATIONS:**

### **DISPATCHER I**

#### **Experience:**

Experience in emergency services dispatching is highly desirable.

#### **Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in emergency management and telecommunications operations.

#### **License or Certificate:**

Possession of, or ability to obtain, appropriate P.O.S.T. Dispatcher/Telecommunications certification within one (1) year of appointment.

Possession of a typing certificate, obtained within the last 12 months, demonstrating the minimum typing requirement of 35 WPM net.

### **DISPATCHER II**

#### **Experience:**

Two years of prior related experience within the past five years as a Public Safety/Law Enforcement dispatcher.

#### **Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in emergency management and telecommunications operations.

#### **License or Certificate:**

Possession of a valid P.O.S.T. Dispatcher/Telecommunications certification at time of appointment.

Possession of a typing certificate, obtained within the last 12 months, demonstrating the minimum typing requirement of 35 WPM net.

## **SUPPLEMENTAL INFORMATION:**

### **Special Requirements:**

Essential duties require the following physical skills and work environment:

Ability to sit for long periods of time and reach; ability to work in an enclosed environment with limited mobility; availability for shift work.

**Application:**

A fully completed online application is required to be submitted. Incomplete, late, emailed, faxed and hard copy applications are not accepted. Resumes are not considered in lieu of the required online employment application. All certificates, resumes, cover letters, and other documents requested by the City for the position advertised, must be uploaded with your online application.

**The Selection Process:**

All applications will be reviewed and evaluated. Those candidates who are determined to be best qualified based upon the information presented on the application materials will be invited to continue in the selection process which *may* include a qualifying written or performance evaluation and will include an interview weighted 100%. The City reserves the right to limit the number of interviews conducted. Candidates will be notified via e-mail or telephone if they qualify to move to the next step in the selection process. The interview score will determine ranking on the eligibility list and will remain in effect for one year.

Pre-employment background and medical examinations are additional requirements for hire. Failure on any part of the selection process will result in removal from the recruitment process.

**Please Note: If you have a health or medical condition or a sincerely held religious belief that may require that the City provide you with an accommodation in either the selection process or the performance of your duties, please notify Human Resources in writing when you submit your application.**

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.ArcadiaCA.gov>

Position #22-47  
DISPATCHER I/II  
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PO Box 60021  
Arcadia, CA 91066-6021  
626-574-5405

[HR@ArcadiaCA.gov](mailto:HR@ArcadiaCA.gov)

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**Dispatcher I/II Supplemental Questionnaire**

- \* 1. How many years of experience do you possess in emergency services dispatching?
  - 0-1 Year
  - 1-2 years
  - 2 years or more
  - No Experience
  
- \* 2. Do you possess two years of prior related experience within the past five years as a Public Safety/Law Enforcement dispatcher?
  - Yes     No
  
- \* 3. Do you possess or have the ability to obtain, appropriate P.O.S.T. Dispatcher/Telecommunications certification within one (1) year of appointment? If you possess one, please attach to application.
  - Yes     No
  
- \* 4. Do you possess a typing certificate, obtained within the last 12 months, demonstrating

the minimum typing requirement of 35 WPM net? If so, please attach certificate to application. Please note: Self-administered and online certificates will not be accepted.

Yes  No

\* Required Question