



Communications Dispatcher I/II

Hiring Range:

I Level: \$3,417— \$3,759/mo.

II Level: \$3,861—\$4,247/mo.

Official County Applications Available at: www.co.yuba.ca.us

[View complete Class Specifications on the Human Resources & Organizational Services homepage](#)

Final Filing Deadline:

Open Until Filled

The County of Yuba is currently recruiting for two (2) Communications Dispatcher I/II positions within the Sheriff's Department. Under close supervision, the incumbent receives 9-1-1 system sheriff, fire, medical emergency and rescue calls; dispatches sheriff, fire and medical personnel following established procedures; maintains communication with officers in the field to ensure safety and provide back-up and information; maintains records information; and performs other duties as assigned. Communication Dispatchers within the Sheriff's Department work a four (4) month *shiftwork* rotation schedule. The ideal candidate must maintain flexibility for shiftwork and mandated overtime as compulsory to the departments needs. The incumbent must be self motivated, accountable and possess the ability to learn and adapt in a fast pace, multi-tasking environment.

This position requires knowledge of basic computer applications and data entry techniques; basic law enforcement terminology and processes; techniques for eliciting information and dealing with individuals of various socio-economic and ethnic groups, often in stressful, emergency or difficult situations. Skill in memorizing codes, names, street locations and other information; understanding and following detailed oral and written directions and applying such directions to individual situations; entering numerical and related information into computer systems with speed and accuracy. Ability to maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations; process a high volume of work amid interruptions; and comply with County, department and division policies, procedures and regulations. *This is only a representative summary of the major duties and abilities for this position.*

EMPLOYMENT REQUIREMENTS

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

TYPING CERTIFICATE REQUIRED:

Minimum Net of 45 wpm. Must indicate results from a five (5) minute test.

Level I Minimum: Equivalent to graduation from high school, one (1) year of office support or customer contact experience and type 45 words per minute (WPM).

Level II Minimum: In addition to the above minimum requirements, at least one (1) year of dispatching experience in a public safety or medical emergency setting at a level equivalent to the County's class of Communications Dispatcher I. Must possess a current valid P.O.S.T. certified 120 hour Basic Complaint/Dispatcher course certificate.

Special Requirements: Work evening, night, weekend and holiday extended hours, rotating shifts. The ability to obtain a valid California Class C driver's license within ten days of employment, maintain valid California Class C driver's license; possess or ability to obtain (within the 1st twelve months of employment) the P.O.S.T. 120 hour Basic Complaint/Dispatcher course certificate; successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting; and will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Working Conditions: Work evenings, nights, weekends, holiday extended hours, and rotating shifts. Work in situations which involve emergencies and may be a stressful; radio dispatch setting; fast paced and multi-tasking environment. During extreme emergency events or a shutdown of the Communications Center incumbents may be required to work from a Mobile Command Post Vehicle.

BENEFITS AND COMPENSATION

MERIT INCREASE:	Typically 5% each year for the first 7 years	DENTAL/VISION:	The County pays 100% of the Basic Plan premium for employee only and 80% for dependent(s)
RETIREMENT:	Miscellaneous Classifications Classic: 2% @55 New: 2% @ 62 (1/1/13 CalPERS pension Reform)	LIFE:	County provides \$50,000 in life insurance coverage
VACATION:	12 days for first 5 yrs with incremental increases every 5 yrs thereafter, up to 20 yrs	DEFERRED COMP:	Voluntary Deferred Compensation plan(s) are available
HOLIDAYS:	An average of 13 paid holidays per year (this includes 2 floating holidays)	EE ASST. PROGRAM:	County paid confidential family wellness plan
SICK LEAVE:	Accrued every payroll period, up to 12 days per yr	UNION AFFILIATION:	Deputy Sheriff's Association (DSA)
HEALTH:	The County pays 90% of the Basic Plan Premium for employee only and 70% for dependent(s)	FLSA STATUS:	Non-Exempt

Submit Completed Official County Applications to:
Human Resources and Organizational Services, 915 Eighth Street, Suite 113, Marysville, CA 95901

COUNTY OF YUBA

Yuba County is located in the Northern Sacramento Valley, approximately 40 miles north of the State Capitol, Sacramento, and two hours away from San Francisco and Lake Tahoe. The boundaries stretch from the farms and orchards of the valley to the timberlands of the Sierras. With an estimated population of 70,000, Yuba County offers its residents the many advantages of a rural lifestyle, away from the pressures of the urban areas. The County's rivers, lakes and outdoor recreation areas provide excellent hunting, fishing, boating, and skiing opportunities.

Statement of Commitment—We are dedicated to providing responsive, innovative and sustainable services that enhance the quality of life and uphold the public trust and interest.

APPLICATION/SELECTION PROCEDURES

TO APPLY FOR COMMUNICATIONS DISPATCHER I/II:

Submit an official Yuba County employment application, supplemental questionnaire, personal history statement, **copies of valid typing certification (45 Net WPM), license(s), certificate(s) and college transcripts, diploma or grade reports** to County of Yuba – Human Resources and Organizational Services, 915 Eighth Street, Suite 113, Marysville, CA 95901. Official County applications and materials are available online at www.co.yuba.ca.us or at the Human Resources and Organizational Services Department. **Note: All diplomas or degrees must be from an accredited college or university. To obtain information regarding accreditation, refer to the US Department of Education Office of Post Secondary Education at: <http://ope.ed.gov/accreditation/search.aspx>**

APPLICATION SCREENING:

To begin the hiring process, an applicant must submit a completed County application prior to the final filing deadline. Applications must be completed legibly, all questions must be answered, and the required documentation must be provided. **Please be sure to use the current application located on the County website. Old applications cannot be accepted.** All applicants will be given written notice regarding the status of their application and selection procedures. The County prefers to communicate via email, if provided, to expedite communication. It is also recommended that applicants review their SPAM mail daily as to not miss any important communication from the County. Please refer to the [Employment Application Instructions](#), which accompanies the County application, for additional details. Failure to provide the required documentation may result in rejection of your application.

Applicants must provide the following documents by the filing deadline. Failure to provide the required documentation may result in rejection of the application in its entirety. Documents required include:

- Yuba County Employment Application—complete & signed
- Supplemental Questionnaire—complete & signed
- Diploma and Unofficial Transcripts (if education beyond High School)
- Copies of Certifications
- Typing Certificate (45 Net WPM)
- Personal History Statement—Public Safety Dispatcher (2.255)

MINIMUM QUALIFICATIONS:

All applicants must clearly demonstrate they meet the minimum qualifications, by the final filing deadline, to be considered in the selection and testing phases of the process.

EDUCATION AND EXPERIENCE:

Education and experience as detailed on the employment application will be thoroughly reviewed. Please include all experience, education, and training pertinent to the knowledge, skills and abilities required for the position. This is an essential part of the process and will be used to determine further eligibility to participate in the next phase of the selection procedures.

TYPING CERTIFICATE:

Must submit a valid typing certificate indicating a speed of at least **45 NET words per minute (WPM)**. The certificate must be a five minute test (internet and/or online tests NOT acceptable). Must be no more than twelve months old. The certificate must include the following information: Your first and last name, gross words per minute, number of errors, net words per minute, the name of the agency administering the test and the test administrator's signature. For additional details, refer to: <http://www.co.yuba.ca.us/departments/personnel/>. The typing certificate must be completed and submitted with the application by the final filing date.

SUPPLEMENTAL QUESTIONNAIRE:

A completed supplemental questionnaire is an essential part of the examination process for this position. The responses will be reviewed for sufficient detail and will be rated according to pre-determined guidelines. The questionnaire must be completed and submitted with the application by the final filing date.

WRITTEN EXAM:

Applicants who have successfully completed the application screening and meet the minimum qualifications for this position (and achieved a passing score on the supplemental questionnaire) must successfully complete the Peace Officer Standards and Training (P.O.S.T.) Entry-Level Dispatcher Exam. Please note, candidates must wait at least one month before re-taking this exam for any agency. An exam T-score of 48.0 or higher must be achieved. http://lib.post.ca.gov/Publications/dispatcher_examinee.pdf to obtain additional information for the POST Entry-Level Dispatcher Test Battery Examinee Guide.

PERSONAL HISTORY STATEMENT (PHS) - Public Safety Dispatcher (2.255)

A preliminary review of the PHS will be conducted for each candidate with a passing score on the written examination to determine which candidates best meet the professional standard criteria adopted by the Department. The PHS is not only available alongside this announcement on the Yuba County website at www.co.yuba.ca.us but also available at <https://www.post.ca.gov/forms.aspx> under the Background/Hiring tab.

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APPLICATION/SELECTION PROCEDURES (cont...)

TESTING ACCOMMODATION:

If special accommodations are required at any stage of the selection process, complete the Request for Reasonable Accommodation in the Examination Process Form and provide the required documentation by the final filing deadline. The form can be obtained by accessing the link on the Human Resources and Organizational Services homepage or by contacting Human Resources.

VETERAN'S CREDIT:

All applicants who have successfully completed the application/selection procedures and examination process may be eligible for veteran's credit. Applicants must have served on active duty for a period of not less than 90 days in the armed forces in time of war or national emergency, or in time of peace in a campaign or expedition for service in which a medal has been authorized by the government of the United States and who has been discharged or released under honorable conditions, and widows of such persons shall be allowed credit. Military Records Form DD214 must be submitted for further review and determination of appropriate credits.

WAIVER OF SELECTION PROCEDURES:

When selection procedures have been publicly announced and the number of applicants meeting the minimum qualifications for the position is five or less, the Human Resources Director may, at her/his discretion; a) Waive the competition entirely and submit the names of the applicants meeting the minimum qualifications to the appointing department, b) Revise the conditions of competition to a more practical basis under the circumstances.

EMPLOYMENT ELIGIBILITY LIST:

An employment eligibility list is established for those applicants who successfully pass all phases of the examination process. This list will be held for a maximum of (6) six months from the date the list is certified. For each vacancy the top five (5) ranks on the list will be certified to the department for final selection, which will include a departmental interview.

DEPARTMENTAL INTERVIEW:

The **Sheriff's Department** will notify the applicant of the date and time of his/her interview. The applicant will be asked a series of questions about his/herself and his/her related experience, education and training that exhibit the knowledge, skills and abilities essential to the job. The applicant may also be asked questions about hypothetical situations to test his/her ability to make decisions and use sound judgment and common sense.

CONDITION OF EMPLOYMENT

All appointments to a position are contingent upon successful completion of the following items:

BACKGROUND INVESTIGATION:

Selected applicant(s) within the Sheriff's Department must undergo a background investigation which includes LiveScan fingerprinting for the purposes of gathering criminal history information. Background investigations may include verification of education, professional licenses and/or certifications, credit history, driving history, previous work history, personal and professional references, and records of mandated drug and alcohol testing as required for safety sensitive transportation work by Department of Transportation.

PRE-EMPLOYMENT MEDICAL REVIEW/EXAMINATION:

Selected applicant(s) who successfully complete the background investigation and psychological exam are required to complete a pre-employment medical review/examination, which may include drug screening, to assess his/her overall medical suitability for the position.

IMMIGRATION REFORM AND CONTROL ACT OF 1986:

Selected applicant(s) are required to submit documents verifying the applicant's identity and authorization to work in accordance with the Immigration Reform and Control Act of 1986.

LICENSING AND CERTIFICATIONS:

Some positions are mandated by law to possess and maintain specialized certificate(s), license(s) and/or registration(s) at the time of appointment. Certain positions are required to obtain such items within an established timeframe or be subject to dismissal.

AGENCY SHOP:

All new, regular employees, with the exception of supervisory position(s), shall be required to join the employee association or pay a 'Fair Share Fee' as a condition of employment.

DISASTER SERVICE WORKERS:

All Yuba County Employees are designated Disaster Service Workers through state and local law (California Government Code Section 3100-3109). Employment with the County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

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Note: This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or implied contract.