



CITY OF FORTUNA EMPLOYMENT OPPORTUNITY

for

COMMUNITY SERVICES OFFICER- DISPATCHER

(To fill two positions and establish an eligibility list for future dispatch positions)

Full-time, with benefits.

SALARY:	\$30,653 - \$37,243 per year (Incentives Available)
APPLICATION:	Submit Resume and Required Application Form to: Attention: Human Resources City of Fortuna 621 11th Street, P. O. Box 545 Fortuna, CA 95540
FINAL FILING DATE:	Applications must be received by 4:00 pm on Friday, June 2, 2017.
P.O.S.T TESTING DATE:	<u>Dispatch Testing is required for all applicants and is scheduled for June 14, 2017 at 5:30 p.m. and a score of 45 or better is necessary in order to be considered for this position.</u>

The purpose of this job description is to define the general character and scope of responsibilities for persons occupying this job classification. It is not intended to describe or list every duty or task for this classification.

DEFINITION: Under general supervision of the Police Dispatch Supervisor and on-duty Watch Commander, the Community Services Officer /Dispatcher receives on-the-job police training for the principal duty of dispatching calls from the public for emergency and non-emergency services; assists with clerical duties within the Police Department and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS: Community Services Officer /Police Dispatcher is a full-time entry level position in the Community Services Officer class, responsible for dispatching emergency and non-emergency calls, and assisting with various support activities for the police department, and requires knowledge of codes, law enforcement, and dispatching policies and procedures, in addition to standard office support skills. Job assignments are often performed with minimal guidance and supervision with the expectations that incumbents have the ability to choose among alternatives in completing tasks. Work is typically performed in a general office setting and requires sitting for extended periods of time.

SPECIAL CHARACTERISTICS:

- This position is classified as FLSA non-exempt.
- This position is represented by the Fortuna Police Employees Association (FPEA).

EXAMPLES OF DUTIES:

Duties may include, but are not limited to the following:

- Receives emergency service calls from the public; determines nature and location of emergency.
- Dispatches emergency units in accordance with established procedures and policies using a computerized dispatch system.
- Maintains contact with all field units, including accounting for location and status of all units and maintaining records of all field calls.
- Coordinates services with other public and private agencies, including law enforcement, fire department, ambulance, hospital, towing, etc. to request mutual assistance.
- Runs vehicle registration checks and warrant checks on subjects and relays information to Officers in the field; enters, receives, distributes and broadcasts Teletype information.
- Performs dispatch related clerical duties including, but not limited to, processing and filing of various logs, reports, citations, and licenses; data entry, photo copying, copying of recorded information, and DOJ fingerprint processing.
- Monitors scanner and Public Works radio, takes appropriate action as necessary.
- Supports front office function as necessary during business hours; is responsible for front office functions during non-business hours.
- Performs other related duties as assigned.

JOB REQUIREMENTS:

- Maintain a valid California Driver's License throughout employment. Incumbent will participate in the DMV "Pull Program" Must be willing and available to work a variety of shifts including nights, weekends and holidays.
- Must be willing and available to work overtime, as required, with or without prior notice.
- Must be willing to travel to attend meetings and/or trainings as necessary.

- Ability to sit for extended periods of time as required.
- Must be able to handle emergency situations while remaining calm.
- In addition to other City requirements, any offer of employment for a Dispatcher / Community Services Officer is conditional upon the candidate's successful completion of a background check, polygraph examination and extensive psychological testing.

EDUCATION AND EXPERIENCE: High School diploma or GED required. Any combination of training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the requisite knowledge and abilities would be at least one (1) year experience in a position with clerical and customer service responsibilities. Prior experience in the operation of radio, Teletype, or other communication equipment is highly desirable.

DESIRABLE QUALIFICATIONS:

Knowledge of:

Local and state laws including California Penal Code, California Vehicle Code, Health and Safety Codes and the City of Fortuna Municipal Code; City of Fortuna geography; standard office practices; multi-line telephone systems; computer aided dispatch (CAD) and record management systems (RMS); Teletype systems and dispatch related software; police radio communications.

And Ability to:

Remain calm while obtaining information from individuals who are in crisis, often involving life or death situations; perform multiple tasks under pressure, with accuracy and speed; operates personal computer using both standard and specialized software; work independently including organization and prioritization of daily tasks; operate multi-line phone, TDD phone, Teletype and police radio systems; perform routine office practices; apply principles and practices of effective customer service; read maps and give accurate and detailed directions; establish and maintain cooperative working relationships with those contacted in the course of work.; maintain strict confidentiality in relation to information received in the course of work.

OTHER QUALIFICATIONS:

- *Safe Work Practices*
- *Establish and maintain effective working relationships.*
- *Communicate effectively with others, both orally and in writing, using both technical and non-technical language.*
- *Understand and follow oral and/or written instructions, policies and procedures.*
- *Prepare and present accurate and reliable reports containing findings and recommendations.*
- *Operate or quickly learn to operate a personal computer using software applications appropriate to assigned tasks; as applicable.*
- *Use logical thinking and creative thought processes to develop solutions according to written directions or oral instructions.*
- *Perform a wide variety of duties and responsibilities with accuracy and speed under pressure of deadlines and changing priorities.*
- *Quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.*
- *Act with integrity, ingenuity and inventiveness in the performance of assigned tasks.*

PHYSICAL REQUIREMENTS: Must be able to perform the physical aspects of the job, including sitting for periods of time; operating standard office equipment, including a computer; hearing and speech to communicate in person, over the telephone and dispatch radio; lift, push, pull, and carry up to 25 lbs.; interact with a variety of people in emergency or customer contact situations while multi-tasking.

OTHER ESSENTIAL PHYSICAL ABILITIES

- *Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;*
- *Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form*
- *Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;*
- *Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;*
- *Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in their assigned work environment, including where applicable the operation of motorized vehicles and equipment.*

EMPLOYEE BENEFITS

Salary	Appointment is normally made at the first rate shown on the announcement. Eligibility for advancement will normally occur after one year. Thereafter employees are eligible for merit increases annually.
Retirement	The City is a member of the Public Employees Retirement System (PERS). The City currently has 3 tiers of PERS retirement. The 1 st tier applies to members employed prior to March 1, 2012. The 2 nd tier applies to current employees hired after March 1, 2012 and previous (Classic) PERS members with a break in service of less than 6 months hired after January 1, 2013. The 3 rd tier is the State mandated retirement formula effective January 1, 2013, which applies to New PERS members and previous members with a break in service greater than 6 months. Safety: Tier 2: PERS CLASSIC MEMBERS (3% at 55, 3 highest years) - The current 9% employee contribution is paid by the employee. Tier 3: NEW PERS MEMBERS or PREVIOUS PERS MEMBERS WITH A BREAK IN SERVICE OF 6 CALENDAR MONTHS OR GREATER (2.7% at 57, 3 highest years). The 11.5% employee contribution is paid by the employee. For the 2.7 % @ 57 formulas the employee contribution will change each fiscal year to be at least 50% of the normal cost rate as determined by PERS.
Insurance:	The City makes a substantial contribution towards medical, dental, optical and life insurance for employees and their families. Current medical coverage is through Anthem Blue Cross with a \$250 annual deductible (up to \$750 for family), and a \$25 copay. Vision insurance is through VSP and dental insurance is through Delta Dental. For FY 2013-2014, the maximum employee contribution for full coverage for employee only is \$76.36 per month, employee + 1 is \$130.32 per month, and employee + two (or more) is \$179.00 per month. A variety of supplemental insurance coverages are also available through AFLAC
Employee Assistance Program:	This program is provided at no cost to employees and includes counseling for family matters and substance abuse, and assistance with legal and financial issues.
Deferred Compensation:	ICMA and VALIC deferred compensation plans are available to employees choosing to participate.
Vacation:	Two weeks after one year; three weeks after six years and four weeks after eleven years.
Holidays:	Eleven paid holidays annually.
Sick Leave:	Accrual at the rate of eight hours per month
Other Benefits	To encourage Fortuna Employee Association employees to reside within 20 miles of Fortuna, a residency incentive is given to eligible employees. Children of City employees are eligible to participate in certain City-sponsored recreation activities at no cost while employee is at work, including public skating and the Summer Fun program.
Although benefits have been reported as accurately as possible, there has been no warranty of complete benefit summary intended. All information provided is subject to the actual terms of the legal documents that control benefit programs.	

EQUAL OPPORTUNITY

The City of Fortuna's policy is to promote equal employment opportunity to all without regard to sex, age, race, color, religious creed, national origin, ancestry, political affiliation, marital status, disability, or other non-merit factors.

REASONABLE ACCOMMODATION FOR THE DISABLED

The City of Fortuna makes reasonable accommodation for the disabled. Individuals with disabilities requiring any accommodation in order to participate in the testing process, must inform the City Manager's Office of the City of Fortuna in writing no later than the final filing date as stated on the job announcement. Also, those applicants needing such accommodations may be required to document this request including an explanation as to the type and extent of accommodations, as well as documentation from a qualified authority of the requirements needed to participate in the selection process.

IMMIGRATION LAW

In accordance with the Immigration Reform Act of 1986, the City must verify once an employment offer has been made, that all persons have written proof of their right to work in the United States. Therefore, acceptable proof of right to work must be submitted prior to the start date.

THE COMMUNITY

Fortuna is a small rural community of just over 11,800 population, located 20 miles south of Eureka and 250 miles north of San Francisco. Eight miles inland from the Pacific Ocean and adjacent to the scenic Eel River, Fortuna is in the heart of the Redwoods offering quality rural living with outstanding outdoor recreation activity year around. The City has an excellent primary and secondary educational system; College of the Redwoods, a community college, is located 8 miles north and Humboldt State University is 30 miles north. Basic industries are timber, fishing and tourism with a growing service industry including a full-service hospital.

THE PROVISIONS OF THIS BULLETIN DO NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT. ANY PROVISION CONTAINED IN THIS BULLETIN MAY BE MODIFIED OR REVOKED.



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Obtain application package and complete job description from

City of Fortuna, 621 11th Street

Fortuna, CA 95540

(707) 725-7600

Or

www.Friendlyfortuna.com

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