Selection Process

This recruitment is open and continuous.

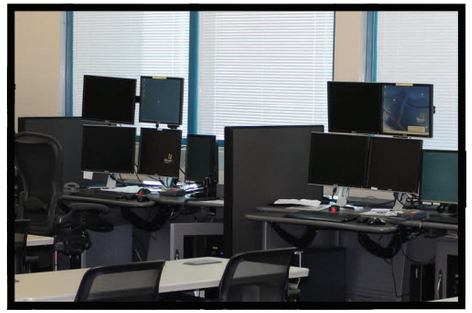
The process may include a written and/or performance exam, individual and/or panel interviews, background investigation including a credit check or other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue in the selection process. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

THE CITY OF FREMONT IS AN EQUAL OPPORTUNITY EMPLOYER

REASONABLE ACCOMMODATION

Human Resources will make reasonable efforts in the examination process to accommodate persons with disabilities. Please advise Human Resources of any special needs in advance of the selection process by calling (510) 494-4660.

The information contained herein is subject to change and does not constitute either an expressed or implied contract.



Contact the City

Phone: (510) 494-4660
Website: www.fremont.gov/employment

Human Resources Department
City of Fremont
3300 Capitol Avenue, Building B
Fremont, CA 94538

Connect with Us:

12POL22 Posted: 10/8/2012

CITY OF
Fremont

Invites Your
Interest In The
Position Of

Police Communications Dispatcher
(Entry Level)

Are you interested in being part of a dynamic City where you can truly make a difference? Are you customer service focused? Do you work well under pressure with the ability to multi-task in a fast-paced work environment? Do you enjoy using your problem-solving skills to help the community? Then, the City of Fremont's Police Department wants *you*!

Open and continuous

Your Future is in Fremont

CITY OF Fremont

The Fremont Community

Recently ranked fifth on the "Best Run City in America" list by 24/7 Wall St. and America's third "Sharpest, Smartest City" by Reader's Digest, the City of Fremont is a City continuing to move forward! Located in the heart of the Bay Area and Silicon Valley, this strategically urban city prides itself on innovation, green technology, a low crime rate, great schools, a low unemployment rate, and an incredibly diverse population of over 215,000 residents.

As a full service City, Fremont employs over 830 regular employees and has an annual operating budget of $149.8 million dollars. Fremont is an employer that values its people, creativity, quality service, integrity, open communication, mutual respect, and diversity. City of Fremont employees find their work challenging, and most importantly, enjoy the chance to make a difference through public service.

Role of Police Communications Dispatcher

The Police Communications Dispatcher will dispatch emergency and non-emergency police personnel in response to calls for service and provide information to law enforcement personnel in the field. Candidates appointed to this position will work in a state of the art communications environment, operating 24 hours a day, 365 days per year. The position's unique work schedule is a 10-hour workday with rotating days off (with 6 month shift rotations). All Police Communications Dispatchers can participate in an on-duty exercise program and apply for specialized dispatch positions.

Examples of Responsibilities

- Receive, monitor and transmit verbal messages over a variety of communication networks.
- Receive information, questions and requests for service from callers who may be injured, confused or abusive.
- Obtain accurate information under difficult conditions.
- Record, classify and maintain records of all communications.
- Prioritize calls for service and dispatch appropriate services which affect the outcome of public safety service.
- Quickly evaluate emergency situations and develop logical working solutions.
- Learn police codes and various statutes.
- Provide information to field units, other agencies and the public.
- Other related duties as assigned.

Ideal Candidate

The City is searching for an effective team player who is able to multi-task in a fast-paced work environment. The Police Communications Dispatcher must be able to learn the principles and techniques of radio communication and record keeping. The successful candidate will possess the ability to communicate clearly both orally and in writing, project a clear, distinct speaking voice, read and interpret maps and act with resourcefulness, courtesy and initiative.

Requirements:

Candidates must successfully pass a comprehensive background investigation, physical which includes drug testing (as mandated by the Department of Transportation) and be able to distinguish and interpret the meaning of colors on video display terminals.

In order to move forward in the process, you must meet the following score requirements on the CritiCall* exam (dated within one year of the application filing deadline date):

1.	Data Entry MT (Audio)	2525
2.	Call Summarization 1	71
3.	Call Summarization 2 MT	77
4.	Cross Referencing (Audio)	57
5.	Memory Recall-Numeric (Audio)	70
6.	Prioritization	71
7.	Map Reading	77
8.	Reading Comprehension	79
9.	Average Overall Score	77

Application Instructions

To be considered for this position, submit a completed City application, supplemental questionnaire, resume, and a CritiCall* exam certificate:

- Through our online application system at www.fremont.gov/apply;
- To the Human Resources Department at 3300 Capitol Avenue, Building B, Fremont, CA 94538

*CritiCall

To obtain a CritiCall exam certificate, you can schedule and take the exam through The Academy located on the Evergreen Valley College campus. More information including the testing schedule can be found at:
http://theacademy.ca.gov/tests

Compensation and Benefits

The annual salary is $63,147 — $76,764 depending on qualifications. Current benefit features include:

Cal PERS Retirement Benefit*

- Legacy Employees - 2 % @ 60 benefit, 3 yr. final average compensation.
- New Employees - 2% @ 62 benefit 3 yr. final average compensation.
- Cafeteria Benefit Plan for employees/ dependents includes Teamsters Local 856 Trust Fund for vision, medical and dental plans; child care and medical expenses can be paid for with pre-tax dollars.
- 192 hours of general leave time per year. General leave may be used for vacation and sick leave.
- Thirteen paid holidays, including one floating holiday.
- City paid term life and AD&D insurance of $50,000 and long-term disability insurance.
- Optional supplemental life insurance, short-term disability insurance, AD&D insurance, and deferred compensation plans available.

The probationary period for this Teamsters represented position is twelve (12) months, which begins after successfully completing the (9) month internal training program.

*Refer to CalPERS web site for complete definitions of Legacy and New employees: calpers.ca.gov