



CITY AND COUNTY OF SAN FRANCISCO

EMPLOYMENT OPPORTUNITY

The following information describes the civil service classification for which applications are being solicited.
Make sure you read the entire job announcement before completing the application form.

8238 PUBLIC SAFETY COMMUNICATIONS DISPATCHER **(Amended and Reissued)** **Continuous Testing**

Under general supervision, a Public Safety Communications Dispatcher receives incoming emergency (9-1-1) and non-emergency telephone calls from both the public and public safety agencies. This position dispatches Police, Fire, and Emergency Medical Services field units to respond to emergency and non-emergency calls for service over a two-way radio system utilizing a computer aided dispatch system.

ESSENTIAL JOB FUNCTIONS:

- Efficiently gather, evaluate, prioritize, and document information from callers and provide appropriate advice, referral or dispatch
- Process calls in accordance with standards and provide information as appropriate to the public and other agencies
- Dispatch to public safety field units
- Maintain and monitor two-way radio communication with field Police, Fire and EMS units in emergency and non-emergency situations
- Enter, update and monitor the status of resources and records via the Computer Aided Dispatch System
- Provide on the job training
- Perform other duties as required

ESSENTIAL JOB REQUIREMENTS:

- Ability to type on a computer keyboard for prolonged periods of time
- Ability to maintain a high level of sustained manual dexterity: dispatchers utilize a multi-screen computer system, touch screens, keyboard, mouse, two-way radio, phone system, headset, computer touch screens, and foot pedals while receiving and processing calls
- Ability to prioritize and multi-task effectively in a fast-paced high stress environment
- Ability to maintain confidentiality of information
- Maintain knowledge and understanding of, and comply with, public safety policies and procedures for the Emergency Communications Department, Police, Fire, EMS and other emergency service providers
- Ability to identify area geography and recognize circumstances that pose hazards to public safety field units and the public
- Maintain all required certifications
- Able to report and mobilize as necessary

WORK HOURS:

The Communication Operations Center operates 24 hours a day, 7 days a week. Dispatchers work rotating schedules including days, nights, weekends, holidays, and overtime. Dispatchers work 8-hours or 10-hours shifts or longer, and must be willing and able to respond, report and mobilize as necessary.

SALARY:

The annual salary range is \$63,180 - \$76,778. Retirement benefits, medical and dental insurance, floating holidays, and premium pay available.

MINIMUM QUALIFICATIONS: (Candidates must possess ALL of the following qualifications in order to be considered)

1. Two (2) years of verifiable, paid work experience in a public contact position; **AND**
2. Possession of a High School Diploma, GED or CA High School Proficiency Certification; **AND**
3. The ability to type and operate a computer terminal at a speed 40 words per minute (net). (8238 Applicants must submit a Typing Test Certificate obtained from a typing school or agency, dated within the last 6 months, stating that they meet this requirement.). Applicants will be required to demonstrate the ability to type at the required speed during the Selection Process; **AND**
4. Applicants must not have been convicted of a felony in this State or of an act in any other state or in any federal jurisdiction, which would have been a felony conviction in this State (P.O.S.T. Administrative manual-1000 (a)(2)). Criminal records will be carefully reviewed during the Background Investigation (See Selection Procedure). Applicants who do not report their complete criminal records on their application will be disqualified.

Candidates **must** pass the Background Investigation, Medical Evaluation and Psychological Evaluation prior to appointment to the position (See Selection Procedure).

HOW TO APPLY:

Applications are available and **must** be submitted online at www.jobaps.com/sf application number PCS-8238-008238. Applications will be accepted on a continuous basis. **Faxed or e-mailed applications will not be accepted.** Submit your completed Application form and Typing Certificate. Scan your Typing Certificate as either a JPEG or a PDF file and attach it to this application under the "Other" tab in the system. If you are not attaching your Certificate on-line, you must submit the Typing Certificate along with a document cover sheet in person, to the Department of Human Resources, San Francisco, CA 94103 within five (5) days. They will input the information into the computer.

Computer kiosks are located in the lobby of the Department of Human Resources, 44 Gough Street, San Francisco, for use by the public. Hours of operation are from 8:00 a.m. to 5:00 p.m. Monday through Friday.

Eligible lists will be produced periodically when the number of qualified applicants warrants an examination. Receipt of applications may be cut off, suspended or closed at any time depending on the needs of the Department of Emergency Management and by posting notice of such action by 4:00 p.m. of that day at the Department of Emergency Management and at the Department of Human Resources.

**Minorities, Women, and Persons with Disabilities are Encouraged to Apply
An Equal Opportunity Employer**

SELECTION PROCEDURE:

- **Written Test:** Candidates will be evaluated in a work sample test, the written examination is designed to measure aptitude for performing public safety dispatcher work such as verbal, reasoning, memory and perception abilities.
Weight:.....**Pass/Fail**

- **Typing Test:** Candidates will be tested to determine their ability to type at a speed of 40 words per minute (net) using a computer keyboard.
Weight:.....**Pass/Fail**

- **Oral/Performance Examination:** Upon successful completion of the Written Test component, candidates will be tested to determine their relative knowledge, skill and ability levels in job-related areas. These may include, but are not limited to: oral and written communication ability, interpersonal ability, the ability to collect information and make sound decisions, and the ability to perform several task simultaneously. Candidates may be required to perform a written exercise as a part of the Oral/Performance Examination.
Weight:.....**100%**

Candidates who have passed the Written and Oral/Performance Examination will be required to complete and pass the following prior to appointment:

- **Employment, Character and Background Investigation:** Prior to appointment, each candidate's background will be reviewed to determine fitness for this employment. Information received from candidates is certified by investigation of records held by Criminal Justice System and DMV, as well as contact with employers and references listed by the candidate. Reasons for rejection include the use of controlled substances, felony convictions, repeated or serious violations of the law, negative financial/credit history or other relevant factors.

Criminal history that would preclude access to the California Law Enforcement Telecommunications System (CLETS) is disqualifying. Applicants on any current probation in this or any other state will be disqualified. Criminal records will be carefully reviewed; those candidates who do not report their complete criminal history records on their applications will be disqualified. Deliberate inaccuracies or omissions will be cause for disqualification.

Candidates are required to undergo a polygraph examination to verify the veracity and accuracy of the information submitted regarding, but not limited to, the use of controlled substances, driving, criminal, medical and employment history, and other job related factors. The Department of Emergency Management will disqualify from application individuals who have previously been rejected for hire based upon conditions which are not subject to change such as Background disqualification on the basis of such things as felony conviction, involvement in distribution of illegal substances, etc.

Weight:.....**Qualifying**

- **Psychological Evaluation:** A psychological examination is required prior to appointment. The examination consists of a written test and a clinical interview to determine the candidate's fitness for emergency work.

Weight:.....**Qualifying**

- **Medical Examination:** Prior to appointment, eligible persons must successfully pass a medical examination to determine his/her ability to perform the essential functions of the job.

Weight:.....**Qualifying**

NOTE:

- Applicants must pass the Background Investigation prior to appointment. Applicants must pass and maintain continued employment eligibility throughout their employment with the City and County of San Francisco. Qualified applicants will be notified by mail of the date, time, and location of the examinations. Qualified applicants with disabilities requiring reasonable accommodation for this examination must contact the Personnel Analyst at (415) 558-3872, or in writing at The Department of Emergency Management, Human Resources Office, 1011 Turk Street, San Francisco, CA 94102 (specify Class number 8238). The Certification rule for this examination is Rule of Three Scores.

- **All eligible persons who pass the examinations will be placed on the eligible list under waiver pending the successful completion of the Employment, Character and Background Investigation, Psychological Evaluation, and the Medical Examination.** Candidates who do not successfully complete the selection procedure and training program may not be eligible to reapply for one (1) year from the date of their application.

Amended and Reissued: March 14, 2008
 Amended and Reissued: January 15, 2008
 Amended and Reissued: August 25, 2006
 Issued: February 18, 2005
 Announcement No: 8238POOL
 Team: DEM/JJ-415-558-3872

Entrance

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 Department of Human Resources

General information concerning City and County of San Francisco employment policies and procedures may be found in the pamphlet entitled "Important Employment Information." This information, including information regarding appeals of the terms of this announcement, is part of the terms of all announcements. The pamphlet is available at the Department of Human Resources Information Office, 44 Gough Street.

Read the entire announcement and the pamphlet before you fill out your Employment Application.