

CITY OF SONORA POLICE DEPARTMENT



POLICE DISPATCHER/ RECORDS SPECIALIST

RELIEF

TRAINEE AND JOURNEY LEVEL

\$17.78 - \$21.61/hr

Application and Job Description at www.sonoraca.com
94 N. Washington Street (City Administration)
100 South Green Street (Police Department)
(209) 588-8946 ~ 8:00 am - 4:00 pm (M-F)



Make a Difference in your Community by Joining the Sonora Police Department Team

THE POSITION

The principal function of a Dispatcher-Records Specialist is to receive and dispatch calls for emergency and non-emergency services and to perform the full range of clerical and customer service duties involved in the maintenance, processing, and distribution of Police records. The work is performed under the supervision and direction of an assigned supervisor. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a police department environment. The City of Sonora's Dispatch Center is equipped with a computerized dispatch system, with coverage being maintained on a 24 hour per day, 7-day per week basis. Dispatchers are expected to work holidays, week-ends, overtime and shift hold-overs.



Trainee status is intended for training purposes only. For continued employment and promotion to Dispatcher-Records Specialist, a Trainee must attend the California POST Basic Public Safety Dispatcher Academy and obtain certification within a time frame established by the Police Chief. Additionally, prior to being considered qualified for promotion, a Trainee must also demonstrate possession of the required knowledge, skills, abilities, and experience for the higher class.

BENEFITS

Cost of Living Increases are tied to those negotiated by the Sonora Police Officers' Association. Step Increases of 5% will be earned for every 2080 hours worked up to Step E of the assigned salary range (typically, entry level placement is at Step A).

EXAMPLES OF ABILITIES REQUIRED

- Receives emergency service calls;
- Dispatches emergency units in accordance with established procedures and policies using a computerized dispatch system;
- Maintains contact with all field units; Enters a variety of records into CLETS database;
- Runs warrant checks on subjects, registration checks on vehicles, and relays information to personnel in the field;
- Contacts public and private agencies, and requests mutual assistance;
- May be required to testify in criminal and civil court;
- Performs a variety of customer services functions applicable to records release and maintenance;
- Maintains and updates records according to established policies and procedures;
- Provides general information regarding department policies, procedures, and regulations;
- Performs a variety of reception and clerical duties; sorting, filing, copying, and distributing a variety of documents; maintains a variety of filing systems;
- Responsible for collecting and preparing documents for arrests and citations; forwarding documents to appropriate agencies; indexing a wide variety of violations and notifications; compiling and distributing complaints, booking information, fingerprint cards, photographs, and other law enforcement reports;
- Receives, records, and distributes service subpoenas;
- Processes parking citations, revenue, and arbitrations;
- Indexes all traffic violation citations/reports and enters them into applicable computer systems;
- Keeps immediate supervisor and designated others accurately informed concerning work progress;
- Performs other directly related duties consistent with the role and function of the classification.

EDUCATION & EXPERIENCE

Trainee Level: A high school diploma or GED with a minimum of one year experience with multi-line telephone or two-way radio operations, and significant public contact is desired. Trainees may be advanced to the journey level prior to completion of 1-year of service with exceptional work performance and the

possession of a California P.O.S.T. Basic Public Safety Dispatcher Academy Certificate.

Journey Level (In Addition To The Above): Possession of a California P.O.S.T. Basic Public Safety Dispatcher Academy Certificate.

HOW TO APPLY

- All applicants must complete a standard City of Sonora "Application for Employment" form (a resume may be used only to provide additional info).
- All applicants must complete a "Supplemental Application" form.
- Attach a current keyboarding certificate verifying a minimum of 35 WPM Net (**cannot be dated more than five years from the POST testing date and we do not accept on-line certification or self administered testing results**) or in-lieu of a keyboarding certificate, we will accept a copy of transcripts from an accredited school showing proof of having taken and passed a keyboarding class within the past five years.

SELECTION PROCESS

- Written Examination - POST Dispatcher Test (Must achieve a T-Score of 48 or above)
- Practical Written Exercise: Weighted: Pass/Fail
- Oral Evaluation: Weighted: 100%
- Successful completion of a background investigation
- Psychological Evaluation - at the City's expense
- Medical Examination - Including Drug Screen

WAIVER OF PARTIAL TESTING PROCESS

To qualify for waiving the POST Written Dispatcher Test, an applicant must:

- Show proof of having taken the POST Written Dispatch Test by providing a copy of the T-Score results on the testing agency's official letterhead, verifying a TScore of 48 or above; and
- The verifying letter cannot be dated more than 2-years from the POST testing date. An employment application, supplemental application form, keyboarding skills verification, and a copy of T-Score results must be submitted to qualify.

To qualify for waiving the POST Written Dispatcher Test and from providing a Keyboarding Skills Verification, an applicant must:

- Possess a California P.O.S.T. Basic Public Safety Dispatcher Academy Certificate (120.0 Hours); and been employed with a California Law Enforcement Agency with recent experience involving dispatch duties. An employment application, supplemental application form, and a copy of the Dispatch Certificate must be submitted to qualify.

-The City reserves the right to utilize alternative testing methods if deemed necessary. Information contained herein does not constitute an expressed or implied contract, as it is subject to change.

-The City of Sonora will make every effort to accommodate applicants that have disabilities that would not allow them to compete in the announced testing process. Please request accommodation when submitting completed application.

THE CITY OF SONORA IS AN EQUAL
OPPORTUNITY EMPLOYER