



CITY OF FOLSOM

INVITES APPLICATIONS FOR:

DISPATCHER LATERAL – Full-Time

Salary Range: \$47,340-\$68,828 Annually
(plus 7.5% for POST Dispatch Certificate)



DISPATCHER LATERAL – Temporary/Part-Time

\$22.76 per hour

(Non-Benefited position not to exceed 999 hours in a fiscal year)

Final Filing Date: Friday, September 16, 2016, 5:00 p.m.

Required Attachments:

- Copy of a current and valid POST Dispatch Certificate
- Supplemental Questionnaire

The City of Folsom (population 72,203) is a “full service” city. City operations include a variety of departments and service areas including: City Attorney, City Clerk, City Manager, Community Development, Economic Development, Environmental & Water Resources, Fire, Human Resources, Library Services, Management & Budget, Parks and Recreation, Police, and Public Works. Folsom was founded in 1856 and incorporated in 1946. The City lies 22 miles northeast of downtown Sacramento along the Highway 50 corridor. Folsom straddles the historic and wooded banks of the American River. Folsom Lake and Lake Natoma are at the City’s borders offering an abundance of recreational activities. Today Folsom is a forward-looking city, a high-tech town, with firms ranging from small to large international corporations. Folsom also boasts excellent schools, beautiful family-orientated neighborhoods and outstanding shopping, dining and cultural options.

The Police Department

Mission: Serve with purpose; relentlessly pursue criminal behavior; proactively foster positive relationships.

Vision: Be a premier law enforcement agency by investing in our community and ourselves through progressive outreach programs, training opportunities and technological advancements.

Values: Courage, Integrity, Esprit de Corps, Professionalism, Accountability, Compassion, Safety, Justice.

The Police Department, headed by the Chief of Police, is charged with maintaining public order, deterring law violations, protecting life and property, and apprehending criminal offenders. Additionally, the department is organizationally divided into three Divisions: the Administrative Division, Operations Division, and Support Services Division. This organizational structure enables the department to effectively manage a broad spectrum of law enforcement services for the community.

Administrative Division: The Administrative Division includes In-Service Training, Explorer Program, Honor Guard, Fleet, Crime Analysis, Budget, Grant Funding and the Property and Evidence Bureau. This Division also includes our Investigations Bureau which includes all investigations such as Missing Persons, Narcotics, Assault, Computer Crimes, Auto Theft, Child Abuse and Retail Theft.

Operations Division: Our Patrol Division is responsible for handling the majority of calls for service within the City limits. Each shift includes a team of officers with training in special areas such as Canine Handling, Traffic and Accident Response, and SWAT. This Division oversees all special units including Canine, Mounted Patrol, Traffic Bureau, Crime Scene Investigation, Bike Patrol, SWAT, and all special events.

Support Services Division: The Support Services Division includes the Records Section and Communications Bureau. The Records section is responsible for much of the department’s administrative duties, including the

processing of all arrest paperwork, traffic citations, and crime reports. The Communications Bureau is responsible for all phone lines and dispatching officers to calls for service. Dispatchers work around the clock to answer 911 calls and all non-emergency phone calls, while simultaneously sending and monitoring police officers as they interact with the community.

THE POSITION

Under immediate and general supervision, receive all incoming requests for service either by telephone or radio; evaluate information received, determine proper course of action, and follow departmental procedures in carrying out the correct course of action. Dispatcher II's may oversee, monitor, and/or direct the work of lower level personnel.

ESSENTIAL DUTIES

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all of the duties listed.

- Receive and respond to incoming routine and emergency telephone and radio calls, including 911 emergency calls.
- Process calls from the public and dispatch police units using a computer-aided dispatch system.
- Answer inquiries and public complaints, and dispatch appropriate units or equipment to handle routine and emergency calls.
- Supply information to the public.
- Maintain contact with local units on assignment and with personnel from other law enforcement agencies.
- Monitor, respond to, and determine proper course of action related to radio transmissions.
- Compile data and prepare reports of calls for service, equipment dispatched, and disposition.
- Use computer system to request information from other law enforcement agencies and to input and retrieve data.
- Perform a variety of difficult and technical police record keeping work.
- Conduct all types of searches, including body and strip searches as necessary; monitor collection of bodily samples.
- Perform general office assistance and assignments.
- Perform related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Telephone techniques and etiquette.
- Modern office procedures, techniques and equipment.
- Recordkeeping methods and procedures.

Ability to:

- Learn to effectively operate computer aided dispatch system, 911 telephone equipment and radio equipment.
- Follow and interpret oral and written instructions.
- Accurately transfer information.
- Type accurately from a clear copy.
- Read and interpret manuals and codes.
- Remain calm, act quickly, and use good judgement in all situations.
- Compile information and maintain records.
- Interact with the public courteously, with patience and a positive attitude.

- Work a variety of shifts including nights, weekends and holidays.
- Effectively communicate verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE/CERTIFICATION REQUIREMENTS

Experience: One (1) year of full-time dispatch experience with a governmental law enforcement agency. Duties routinely performed must be similar to those completed by dispatchers at the Folsom Police Department. Incumbents must have utilized a computer-aided dispatch system to perform job duties.

Certificate Required: Must possess a current and valid POST Dispatch Certificate.

License: Some positions may require the possession of or the ability to obtain and retain a California Class C driver license by the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

OTHER REQUIREMENTS

Must be willing to work varied, rotating shifts, including nights, weekends, and holidays.

Physical Requirements: Work is performed in a typical office environment. (1) Mobility: frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: frequently up to ten pounds; occasionally up to twenty-five pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/Psychological: frequent decision-making and concentration; frequent public and/or co-worker contact; occasional working alone. (7) Environmental: frequent exposure to noise.

SUMMARY OF FULL-TIME EMPLOYEE BENEFITS

Benefits are subject to negotiations with employee organizations. Standard benefits are listed below:

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| <ul style="list-style-type: none"> • Medical, dental & vision • CalPERS Retirement
Classic Members 2% @ 55/Employee Pays 7%
New Members 2% @ 62/Employee Pays 6.25% • Up to 10% for education incentive & certification pay for POST Dispatcher Certificate | <ul style="list-style-type: none"> • Annual leave accruals • Life, voluntary life, & long-term/short-term disability insurance • 2.5% Salary Increase 07/01/17 • Holiday In Lieu Pay 6% • Bilingual Pay 2.5% • FTO Pay 5% |
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Temporary Dispatcher II's are non-benefited positions.

APPLICATION PROCEDURE

All applicants must complete in full an official City of Folsom employment application. All applications must be completed in their entirety. The applicant has the responsibility to explain his/her qualifications fully and clearly. An incomplete application may be cause for disqualification. Applications which best meet the City's needs are invited to participate in the selection process. Candidates selected for interview will be required to sign a release for a pre-employment background check. Offers of employment are subject to successful completion of a pre-employment physical exam, fingerprint, polygraph, psychological and background check. The City may screen for those applicants who are most qualified and who possess the desirable special qualifications.

Applications can be obtained on the City's website at www.folsom.ca.us or by contacting Human Resources at 916-355-7202. Applications can be submitted via US mail, email or fax (see below).

Final Filing Date: Friday, September 16, 2016, 5:00 p.m.

NO POSTMARKS ACCEPTED - RESUMES NOT ACCEPTED IN LIEU OF CITY APPLICATION.

City of Folsom Human Resources
50 Natoma Street
Folsom, CA 95630
(916) 355-7202
Email: jobs@folsom.ca.us
Fax: (916) 351-1760

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The City of Folsom is an Equal Opportunity Employer.

If you possess any disabling limitation that would require test/interview accommodation, please inform the Human Resources Department upon submittal of the application.

NOTE: The information contained in this announcement does not constitute an expressed or implied contract. These benefits are subject to change pursuant to the meet and confer process.

DISPATCHER II (LATERAL)

SUPPLEMENTAL QUESTIONNAIRE

*This form must be returned with the completed application and POST Dispatch Certificate by the final filing date:
Friday, September 16, 2016, 5:00 p.m.*

I am interested in: (check all that apply)

- Full-time Employment (Benefited)
- Temporary Employment (Non-benefited)

Signature of Applicant

Date