



City of Milpitas

We invite applications for the position of: COMMUNICATIONS DISPATCHER

Annual Salary Range: \$86,044.00 – \$104,586.00

Post Date: July 7, 2017

Close Date: Open/Continuous

Why Milpitas?

Located at the southern tip of the San Francisco Bay, the City of Milpitas is a dynamic community that is an integral part of the high tech Silicon Valley. With a much diversified resident population of 72,606, Milpitas features quality schools, conveniently located neighborhood parks and shopping centers. The role of every employee is to be committed to accomplishing the community's vision by providing fiscally sound, superior services.

You will be joining a community of 328 professional employees as diverse as the city they support. We are privileged to have such a unique workforce and to foster an environment that encourages those differences. We believe in supporting our employees' abilities and desires for professional growth, to better support retention and commitment throughout all career stages. Milpitas employees are proud and know that their contributions make a difference to the community as well as to their own career. We encourage you to check us out: <http://www.ci.milpitas.ca.gov/>

The Opportunity

The Milpitas Police Department is a full service department, with approximately 102 employees (approximately 95 sworn). The department provides public safety to 72,606 residents in a 13.63 square mile urban area. A wide variety of services include a SWAT Team, K-9 Unit, Crime Prevention Unit, Detective Bureau, and Traffic Safety Unit.

Communications Dispatchers receive incoming calls for police or fire assistance and dispatch necessary units; operate various communications equipment; and perform a variety of general support duties related to communication activities, including record keeping, data input/retrieval, and filing.

What You Will Do

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

Receive emergency calls from the public requesting police, fire, or other emergency service; determine nature and location of emergency, determine priority, and dispatch emergency units as necessary and in accordance with established procedures.



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Maintain contact with all units on assignment; maintain accurate status and location of police field units and fire units.

Answer non-emergency calls for assistance; answer maintenance services emergencies on weekends and holidays.

Prioritize and coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

Answer incoming phone calls; screen calls and route to appropriate person or office.

Enter, update, and retrieve information from various databases relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Quickly evaluate emergency situations and develop logical working solutions.

Perform a variety of record keeping, filing, indexing, and other general clerical work including data input and retrieval.

Confirm warrants; verify electronic record matches physical record.

Test and inspect equipment as required.

Monitor alarm systems covering City's facilities.

Communicate via radio to Fire and Police Units.

Perform related duties as assigned.

Experience and Education

Equivalent to the completion of the twelfth grade.

License and Other Requirements

Must possess and maintain throughout employment a valid California Driver's License.



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Possession of a typing proficiency certificate with a minimum of 35 net words per minute within the past year.

Possession of a POST Basic Dispatch Certificate and knowledge of Computer Aided Dispatch highly desirable.

All applicants must have passed the CritiCall test within one year prior of the final filing date. The CritiCall test must have included the following modules to be considered for this process: Decision Making, Data Entry, Call Summarization, Cross Referencing, Memory Recall, Memory Recall-Numeric, Prioritization, Map Reading and Reading Comprehension. If the submitted CritiCall test results exclude one or more of these referenced modules, the test will be considered incomplete and will result in disqualification. To obtain further information on the CritiCall testing schedule and process, please visit: <http://theacademy.ca.gov>.

Special Requirements

Essential duties require the following physical abilities and work environment: General office environment; sit and/or stand for long periods of time, repetitive keyboarding; reach, squat, lift, and carry up to 25 pounds; able to travel to various locations within and outside the City of Milpitas.

The position requires a minimum typing speed and you must provide written verification that you meet this requirement. Typing verifications must be submitted along with you application in addition to any other requested documents listed in this announcement.

Selection Process

Applicants whose qualifications best meet our current needs will be invited to participate in the selection process that may consist of an assessment of the candidate's written skills, computer skills, and an oral board interview. Meeting the minimum requirements listed in this job description does not guarantee advancement in subsequent phases of the selection process.

To Apply

You may visit the City of Milpitas website at www.ci.milpitas.ca.gov or www.CalOpps.org to apply online. All of the following should be compressed and scanned into one document and attached to your application:

- A completed online application
- A resume
- Copies of typing certification
- Copy of passing score on CritiCall test

A complete job description is available on the City of Milpitas website: www.ci.milpitas.ca.gov (under Classification and Compensation) or from Human Resources.



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The City reserves the right to close or re-open the recruitment at any time. Incomplete and/or inaccurate application materials may result in disqualification from the recruitment process.

Candidates will receive all communications by email regarding the recruitment process, which includes, but is not limited to, application status, testing dates, and interview scheduling. If you require alternate communications, please contact Human Resources at (408) 586-3090.

Benefits

The City provides an excellent array of benefits that includes the following. This position is represented by the MPOA bargaining group. Benefits Information is available online at:

<http://www.ci.milpitas.ca.gov/milpitas/departments/about-human-resources-2/benefits/>

http://www.ci.milpitas.ca.gov/_pdfs/hr_mou_poa.pdf

The City of Milpitas is an Equal Opportunity/ADA employer. Reasonable accommodation in the application, examination, and selection process will be made upon request to Human Resources at (408) 586-3090.

The information contained in this announcement does not constitute either an expressed or implied contract and these provisions are subject to change.