



The City of Pleasant Hill

Invites your interest for the position of

DISPATCHER I

Experienced & Entry Level
\$5,707 to \$7,357 Monthly



THE CITY OF PLEASANT HILL

Located in Contra Costa County, Pleasant Hill is a vibrant, progressive City, rich in educational resources, recreational open space, and a flourishing business community. Significant resources have been invested and continue to be dedicated to building and maintaining a thriving, award-winning downtown and retail business district. Located just 20 miles east of San Francisco and a few miles west of one of Northern California's major landmarks, Mount Diablo State Park, the City of Pleasant Hill is approximately eight square miles and has a population of over 33,000.

Pleasant Hill offers cultural, shopping, and recreational opportunities, a wide choice of housing, and excellent public and private schools. The City is also home to Diablo Valley Community College and John F. Kennedy University. The City enjoys a beautiful downtown that includes a variety of restaurants and retail shops, townhomes, a multiplex theater, beautiful neighborhoods, and many other amenities.

POSITION

A Dispatcher I is a civilian employee of the Police Department who performs a variety of tasks in the Department's Support Services Division. The Dispatcher I receives incoming calls for police assistance and response; acts as a primary Dispatcher when appropriate; performs a variety of general support duties related to police communications; completes a wide variety of general clerical duties.

The Dispatcher I duties may include, but are not limited to, the following:

Answer emergency and non-emergency police related phone calls, help prioritize requests for service based upon available resources, receive radio requests and handle accordingly, type, process and file a wide variety of reports and materials including memos, letters, complaints, declarations, warrants, citations, crime and traffic reports. Assists Department personnel and the public in person and by phone performing record checks, collecting fees and mailing requested reports to outside agencies in accordance with established regulations. A Dispatcher I may be assigned to work various hours, shifts, holidays, weekends and overtime.

QUALIFICATIONS

Have a combination of education and work experience including 2-3 years of general office work involving typing of varied materials, public contact, general filing and basic record keeping; type at least 40 wpm net. Have knowledge of business English, spelling; modern office practices and procedures; record keeping. Ability to learn assigned clerical tasks readily and to adhere to prescribed routine; write English legibly; establish and maintain effective working relationships with other employees and the general public; type and learn the operation of other standard office equipment; a willingness to work varying shifts; and to learn radio dispatching skills.

COMPENSATION & BENEFITS

The City of Pleasant Hill offers a competitive compensation and benefits program.

- **Salary:** \$5,707 to \$7,357 per month
- **Medical Benefits:** Choice of coverage with Kaiser or Blue Shield. The City pays 80% of monthly premiums at each coverage level. In lieu of medical coverage, the City contributes \$400/month on behalf of the employee into an ICMA 457 deferred compensation plan
- **Retirement:** CalPERS enrollment (PEPRA New Member 2% @ 62; Classic Member 2% @ 60)
- **Dental & Vision Coverage:** City-paid dental and vision coverage for employee and eligible dependents
- **ICMA Deferred Compensation & Roth IRA Plans:** Voluntary plans available to all employees

- **Life Insurance:** City-paid life insurance coverage
- **Long Term Disability:** City-paid long-term disability coverage
- **Medicare:** Employees contribute 1.45% to Medicare with employer match
- **Retiree Health Savings (RHS) Plan:** City contributes \$100.45 per month to the RHS Plan
- **Section 125 Plan:** Dependent care and out-of-pocket medical costs may be paid on a pre-tax basis
- **Sick Leave:** Earned at the rate of one day per month, with no maximum accrual
- **Vacation:** Earned at the rate of one day per month in the first year, increasing with service years; Lateral accrual rate may include years of service at former agency
- **Holidays:** City recognizes 13 paid holidays per year
- **Uniform Allowance:** \$960 per year, adjusted annually per cost of living
- **Shift Differential Pay:** 5% of the employee's base hourly wage
- **Educational Degree Incentive:** 1.25% AA Degree or 60 semester/90 quarter units; 5% Bachelor's Degree or 120 semester/180 quarter units; 7.5% MA/MS Degree
- **Educational Expense Reimbursement:** City will reimburse for tuition, books and technology upgrades up to \$500 per semester or quarter
- **On Duty Exercise Program:** 1 hour per shift
- **Probationary Period:** One year (12 months)

APPLICATION

To apply, please complete an application and supplemental questionnaire online at www.calopps.org. Resumes will not be accepted in lieu of a City employment application. Typing certification of 40 wpm net (5 minute test taken within the last 12 months) is required. Certificates will only be accepted from a recognized business, adult school, or employment agency. Online typing test results will not be accepted. Due to COVID-19, many typing testing locations have not re-opened and so at this time the City will waive the requirement of submitting a typing certificate at the time of application. However, successful candidates who move forward in the recruitment will be required to provide a valid typing certificate prior to final appointment to this position. Lateral applicants from a POST certified agency are not required to submit a typing certificate.

SELECTION PROCESS

CONTINUOUS RECRUITMENT: Applications will be reviewed on an ongoing basis. You must ensure complete submission of employment application and typing certificate as recruitment may close at any time.

Experienced & Lateral Applicants: Priority will be given to qualified lateral and experienced applicants. The most qualified applicants based on background and experience as evidenced by their application, will be invited for an oral board interview, which is weighted 100%. To be placed on an eligibility list, an applicant must receive a passing score of 70 or more from each panel member.

Entry-level applicants: Applicants who meet the minimum qualifications may be invited to take a written Dispatcher test administered by City personnel. Testing is tentatively planned for a date to be determined in 2021. Applicants will be notified by email of the scheduled time and location for the written test. The most qualified applicants based on background and experience as evidenced by their application, and those with a passing score of 70% on the written test may be invited for an oral board interview, which is weighted 100%. To be placed on an eligibility list, an applicant must receive a passing score of 70 or more from each panel member. Interviews are tentatively planned for a date to be determined in 2021.

A thorough background check, as well as a physical, including a drug screen, psychological evaluation, and polygraph exam will be conducted on the top candidates prior to appointment consideration. Failure to achieve a qualifying score on any portion of the examination process will eliminate a candidate from further consideration.

IMMIGRATION REFORM AND CONTROL ACT

To comply with the Immigration Reform and Control Act, all new employees are required to provide proof of U.S. citizenship or authorization to work in the United States on their first day of employment.

EQUAL OPPORTUNITY EMPLOYER

The City of Pleasant Hill is an Equal Opportunity Employer. In accordance with the Americans with Disabilities Act of 1990 (ADA), requests for special accommodations during any stage of the examination process should be made in advance to the Human Resources Department.