



EMPLOYMENT OPPORTUNITY

City of Visalia

An Equal Opportunity Employer

SENIOR COMMUNICATIONS OPERATOR

OPEN

Final Filing Date: Friday, June 23, 2017 5:00 PM Salary: \$4,078 - \$5,127 Monthly

The Visalia Police Department is recruiting for Senior Communications Operator. This position has the responsibility for overseeing shift operations and provides training to and assists in the supervision of emergency dispatchers. There are two (2) positions available and an eligibility list is being established.

EXAMPLES OF JOB DUTIES:

- Develops and provides training programs to Communications Operators.
- Updates training manuals and assures standardization and continuity in procedure across all shifts.
- Prepare shifts schedules, including leave requests and coordinates schedules to ensure proper coverage.
- Reviews and approves payroll for Communications personnel.
- Assigns and oversees the training of new Communications Operators; attends staff meetings.
- Stays abreast of technical trends and recommends improvements; monitors and reports equipment malfunctions and repairs.
- Assists the Communications Supervisor by scheduling, training and performing supervisory duties as required.
- Receives, interprets, classifies, prioritizes and responds to calls of a routine and emergency nature, including those calls involving life threatening situation, expeditiously and accurately.
- Assigns calls to police, fire, or animal control units for necessary action, including determining necessary units required for response; coordinates with patrol supervisors regarding deployment of personnel.
- Visually monitors status display terminals while simultaneously monitoring radio frequencies aurally.
- Ensures correct status of pending and dispatched calls, location of units, and makes "on-line" changes as appropriate.
- Dispatches medical emergencies and provides pre-arrival instructions; checks and confirms accuracy of outgoing warrants.
- Provides information to units in areas such as warrants, vehicles, driver's licenses, and criminal history.
- Enters relevant information and retrieves information on multiple computerized systems, including a computer-aided dispatch system; operates a multiple computer system utilizing various programs simultaneously.
- Processes and maintains daily reports and report sequence information.
- Monitors security entrances to public buildings and closed circuit TV to holding cells; testifies in court as required.
- Responsible for enforcing department policies and procedures; performs related duties as required.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge, skill, and ability is qualifying. A typical way to obtain the knowledge, skill, and abilities would be:

- Minimum of two years 911 dispatch experience with a law enforcement agency, equivalent to a City of Visalia Communications Operator, within the last four years, including previous experience as a Communications Training Officer.
- Possession of high school diploma or GED.
- Possession of a California POST Public Safety Dispatcher Certificate and a POST Communications Training Officer (CTO) Certificate.
- Keyboarding speed of 40 CWPM (correct words per minute). ***A typing certificate dated within one year of the filing deadline MUST be submitted with your application verifying typing speed.***
- Possession of a valid California Driver's License by time of appointment.

MAIN FACTORS TO BE CONSIDERED:

Knowledge of / Skill in / Ability to:

- Supervisory practices including training, scheduling, conducting performance evaluations.
- Training techniques including identifying objectives and methods.
- Public safety radio codes, Penal and Vehicle codes, and terminology.
- Receiving, evaluating, prioritizing and relaying emergency and non-emergency calls for assistance.
- Policies, procedures, and operations of the communications center, police department, fire department and Visalia Animal Control Center; evaluating situations quickly and take actions according to procedures.
- CAD (computer-aided dispatch system) operations; modern office methods and procedures; CLETS and records paperwork.
- Exercise tact, courtesy, and patience in all contacts with public and co-workers.
- Communicate effectively in writing; report preparation; record information quickly and accurately with legible handwriting.
- Communicating verbally over the phone and radio with an understandable and clear voice quality.
- Understanding of the general geography of the City of Visalia; quickly interpreting computerized and physical maps, including identifying major landmarks and streets; operate a keyboard accurately at 40 corrected words per minute.
- Work effectively and calmly in stressful and pressured emergency situations, while prioritizing workload and adopting effective courses of action; enter information received over phone or radio and accurately in an abbreviated form in a computer.
- Alternate attention among a variety of tasks simultaneously, while retaining information gathered and exercising sound judgment in situations with a high consequence of error; maintain confidentiality of sensitive information.
- Obtain relevant information in emergency situations to make critical decisions quickly and effectively.
- Deal effectively with the public in hostile, hysterical, and other emotional states over the phone.
- Follow oral and written directions quickly and accurately; ability to work independently with minimal supervision.
- Follow safe work practices, including workplace safety policies and procedures; prioritize workload.
- Develop and maintain effective and cooperative working relationships with co-workers and the public; work effectively in a confined area with other employees.

SELECTION PROCESS: Application and supplemental materials will be evaluated and applicants who appear to be most qualified will be invited to participate in a job related interview and/or practical examination process. Successful candidates may be required to pass a background investigation, polygraph test, psychological exam, post-offer medical exam. **Applicants are encouraged to APPLY ONLINE by visiting the City's website www.visalia.city and clicking on *Jobs in the City*.**

HUMAN RESOURCES DEPARTMENT
220 N SANTA FE ♦ VISALIA, CA 93292
TELEPHONE: 559) 713-4300
JOB HOTLINE: (559) 713-4007
FAX: (559) 713-4803

VISIT OUR WEBSITE AT: WWW.VISALIA.CITY