



CONTRA COSTA COUNTY

HUMAN RESOURCES DEPARTMENT

651 Pine Street, 2nd Floor • Martinez, CA 94553
24-hour Job Hotline (925) 335 - 1700 • TTY or TDD (800) 735 - 2929
www.cccounty.us/hr

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FINAL FILING DATE: November 4, 2016

PERFORMANCE EXAMINATION: December 1-4, 2016

SHERIFF'S DISPATCHER I

Monthly Salary Range: \$4,704 - \$5,186

Bargaining Unit: DSA - Deputy Sheriff's Non-Sworn Rank & File Unit

THE POSITION

The Contra Costa County Office of the Sheriff is recruiting men and women for a challenging career in the Sheriff's public safety communications center. No prior experience is required. Individuals hired will receive intensive training during the initial 12-month probationary period and are expected to qualify for advancement to the class of Sheriff's Dispatcher II (\$5,153 - \$5,965) within one year of employment. Sheriff-Dispatcher is a non-sworn, uniformed position. Dispatchers receive a yearly uniform allowance. Individuals assigned to designated positions requiring bilingual ability must pass language proficiency evaluation to qualify for a bilingual differential.

Sheriff's Dispatchers are assigned to the dispatch center located in Martinez, California. The facility operates on a 7-day, 24-hour schedule. Sheriff Dispatchers are responsible for receiving incoming emergency and non-emergency police, fire, emergency ambulance service calls; determining response, prioritizing and dispatching units in accordance to established Sheriff policies and procedures; entering and retrieving information from teletype networks and computerized data systems; for radio communication with 15-20 patrol units operating in the field and provide additional dispatch services to fire departments, ambulance units and the County Office of Emergency Services. **WEEKEND, HOLIDAY AND OVERTIME WORK IS REQUIRED.** All overtime is compensated at 1-1/2 times regular hourly rate.

The employment list established as a result of this examination may remain in effect for six (6) months.

MINIMUM QUALIFICATIONS

License Required: Possession of a valid California Motor Vehicle Operator's License. Out of state valid Motor Vehicle Operator's will be accepted during the application process.

Education: Possession of a high school diploma, G.E.D. equivalency, or high school proficiency certificate.

Background Requirements: Must pass a thorough background investigation, medical, screening, and psychological evaluation prior to employment.

Typing Proficiency: Ability to accurately type at a speed not less than 40 net words per minute (**SEE BELOW**).

PLEASE NOTE: To be considered for Sheriff's Dispatcher I, applicants must submit, with their application, a typing certificate obtained in the past 6 months validating, in a five minute timed typing test, the ability to type at least 40 net words per minute. We will ONLY accept typing certificates issued by a temporary agency, Regional Occupational Program office, college or other accredited agency. Verification letters from employers or internet typing certificates will NOT be accepted. Applicants may attach a scanned copy of a typing certificate to their online application.

A completed Supplemental Questionnaire is required.

SELECTION PROCESS

- 1. Application Filing:** All applicants, including County employees, are to apply on-line at www.cccounty.us/hr, and submit the required information as indicated on the job announcement by the final filing date listed above. All applicants must clearly demonstrate that they meet the minimum qualifications provided on the job announcement. Resumes may not be substituted for the official County application. **Paper, faxed, or late applications WILL NOT be accepted.** To view the typical tasks, knowledge, skills, and abilities associated with this position, please visit our website to see the detailed job description.
- 2. Application Evaluation:** Depending on the number of applications received, an Application Evaluation Board may be convened to evaluate and select the best-qualified candidates for invitation to the next phase of the examination.
- 3. Performance Examination:** The performance examination for the Sheriff's Dispatcher I is designed to measure abilities that are both important for successful performance of dispatcher duties and necessary for job candidates to possess before hire. Test items may consist of the following job-related areas: decision making, data entry, call summarization, memory recall, prioritization, map reading, verbal ability, reasoning ability, and perceptual ability. (**Weighted 100%**)

The Human Resources Department may change the examination steps noted above in accordance with the Personnel Management Regulations and accepted selection practices.

OPEN ONLY: October 31, 2016 TW/cu

AN EQUAL OPPORTUNITY EMPLOYER

Exam Number: 64WK-2016D

It is the policy of Contra Costa County to consider all applicants for employment without regard to race, color, religion (including religious dress and grooming practices), sex (including pregnancy, childbirth, breastfeeding, and related medical conditions), national origin (including language restrictions), ethnicity, age (over 40), disability (including physical or mental disabilities, HIV, and AIDS), sexual orientation, gender, gender identity, gender expression, marital status, ancestry, medical condition (including genetic characteristics, cancer, and a record or history of cancer), genetic information, military or veteran status.