



The Citrus Heights Police Department is poised to perform extraordinary customer and community services with enhanced levels of police services at a lower cost through its new employee-based department. With 121 positions in the department, top talent has been hired from throughout the State to build a first-rate team. We promise you an exhilarating, once-in-a-lifetime opportunity — both professionally and personally — by joining a start-up Police Department and helping to build a respected, responsive law enforcement legacy. Our newly configured department will launch on June 26, 2006. Come join our team!

The Position

Police Dispatchers (II) possess at least two years of experience performing public safety dispatch services and exercise independent judgment in assessing and prioritizing calls for service and dispatching appropriate response units. Dispatchers at this level of experience are fully trained and knowledgeable of standard operating procedures and policies used in a 24-hour 911 Dispatch and Police Communication Center. As new or unusual situations occur, additional instruction or assistance may be given to Dispatchers at the II level. The City's dispatch operation is staffed with 6 Senior Police Dispatchers and 9 Dispatcher II positions. All of the staff hired to date has extensive experience and is helping develop policies and procedures for the new operation. In addition, dispatch staff is learning the community and helping put the final configuration needs on the CAD/RMS software (Spillman).

State-Of-The-Art Shift Schedule

With an eye to delivering a work/life balance, we have created a unique shift schedule and staffing configuration for Dispatch and Police Communication Center personnel. A 36-hour work week based on 12-hour shifts is planned, with five dispatch staff (including a Senior Dispatcher and one relief Dispatcher) per shift. In addition, Dispatch shift personnel will have 144 hours of holiday-in-lieu time to be used throughout the year. This scheduling program will make it possible for Dispatchers to have 50% of week-ends and holidays off every year. In addition, a Flexible Work Program is being created to allow permanent part-time assignments or flexible hours based on an employee's needs.

Ideal Candidate

- Possesses journey level knowledge of and skills in receiving, evaluating, prioritizing and relaying calls for emergency and non-emergency public safety assistance.
- Understands the uses and capabilities of CAD (computer aided dispatch) and operates a sophisticated CAD system quickly and accurately.
- Demonstrates knowledge of public safety classification codes, and procedures and policies related to dispatching emergency personnel and equipment.
- Listens actively, uses effective questioning techniques, and expresses him/herself in English in a clear, distinct, and understandable manner when speaking.
- Has the ability to work regularly scheduled, rotating shifts.
- Focuses work effort to carry out the City's Customer Service philosophy of actively listening, addressing customers' concerns, and providing services at a level that exceeds customer expectations.
- Thrives in a team environment that encourages cooperation, communication, and mutual sharing of risk, responsibility, and reward.
- Identifies and generates "a better way of doing things" by viewing issues or problems as opportunities for improvement rather than as obstacles.
- Treats all individuals encountered, equally and with respect, basing actions on honor and ethics.

Modern Facilities and State-of-the-Art Technology

The Police Department is housed in an 18,000 square foot facility built three years ago and designed specifically for police operations. The City is almost done with the expansion of this facility including a new 911 Dispatch and Police Communication Center. When patrol Officers take to the streets on June 26, dispatch staff will be on board communicating with them and fielding calls from the public. We are establishing our Police Communication Service as a PSAP provider with state-of-the-art voice, data, 911, CAD, RMS, and MDT/MFR communication and information systems.

Compensation and Benefits

\$44,710 - \$53,652 annually. The City's Pay-for-Performance system recognizes employees for their accomplishments and compensates them with a blend of annual base salary increase and annual incentive award (bonus). This unique system replaces the 5% step system and annual COLA. You will have the ability to differentiate yourself and your related compensation. This unique and powerful system is a core component in the City's human resources system.

The City offers first class benefits, including: 100% City-paid CalPERS retirement (2.7% @ 55); 17 days (136 hours) of Annual Leave to be used for vacation or sick time; 5 days (40 hours) of Long Term Medical Leave; \$1,013 monthly city contribution toward health insurance (effective 01/01/06), and if alternative health care coverage is demonstrated, a \$500/month cash-out may be added to salary or deferred compensation; and fully paid dental, vision, life, and short-term/long-term disability insurance. The city does not participate in Social Security, but does participate in State Disability Insurance (SDI). In addition, Dispatch shift personnel will have 144 hours of holiday-in-lieu time to be used throughout the year. More detailed information regarding the City's benefit program is available at www.joinchpd.net.

Police Dispatcher II

\$44,710 - \$53,652

Open and Continuous

Recruiting for Eligibility List

Recruitment Incentive: As a recruitment incentive for the Police Department start-up, individuals hired into Police specialized job classifications will accrue Annual Leave based on their years of service with their most recent public sector, law enforcement employer. In addition, a one-time Relocation Award of \$1,500 is available if an employee lives more than 60 miles away from Citrus Heights and relocates to the Sacramento region through 12/31/06.

Minimum Qualifications for Police Dispatcher II

Minimum qualifications for this position are listed below. Additional information regarding the position is available in the job description which is available on-line or through request.

- **Experience and Training:** Two years of police dispatching experience similar to the Police Dispatcher I in the City of Citrus Heights and the ability to enter data or type accurately at a speed of 35 words per minute net of errors; possession of a California P.O.S.T. Public Safety Dispatcher Basic Certificate is highly desirable at time of hire and must be obtained by completion of probation.
- **Education:** Equivalent to completion of the 12th grade.
- **License:** May need to possess a valid California Driver's License and proof of automobile liability insurance.

Application Process

To be considered for this position, you must submit a completed, official City Employment Application and responses to a Supplemental Questionnaire. If you do not complete and submit all required information, your application may be disqualified from further consideration. You are encouraged to submit a resume and cover letter in addition to the required materials, but these may not be substituted for the required materials.

- **ON-LINE APPLICATION:** You may apply on-line by visiting www.CalOpps.org to complete the City Employment Application and Supplemental Questionnaire. A cover letter and resume may be included as part of the on-line Employment Application under the heading "Additional Experience." After you electronically submit the Application form using CalOpps, the Supplemental Questionnaire format will appear for you to complete and submit as the remainder of the on-line application process.
- **HARD COPY APPLICATION:** You may obtain a hard copy Employment Application and Supplemental Questionnaire by visiting www.joinchpd.net and downloading these materials, or you may request these materials by calling the City's Police Recruitment Hotline at (916) 727-4900. No faxed or e-mailed materials will be accepted.

Submit hard copy application materials to: City of Citrus Heights/Human Resources, Attention: Police Dispatcher II Recruitment, 6237 Fountain Square Drive, Citrus Heights, CA 95621.

Schedule and Examination/Selection Process

All application materials will be carefully reviewed. Those candidates whose experience and training most closely match the City's needs may be invited to participate in interviews. The purpose of this recruitment is to build a list for future vacancies and consideration.

The typical selection process is outlined here. The first step is an oral board panel to recommend a small group of candidates for a Chief's interview. Finalists will also be subject to a polygraph examination and if these results are acceptable, a background investigation will be conducted using P.O.S.T. guidelines. (Finalists will need to complete a California P.O.S.T. Personal History Statement for dispatchers to be completed and returned for the background investigation process.) This background will minimally include verification of education, employment, military service, criminal history, civil litigation, credit history, DMV records, and personal history, and personal contacts will be made with relatives, friends, neighbors, landlords, employers, and other associates. Upon receipt and review of the background report, conditional offers of employment may be made, and final candidates must then pass medical, drug screening, and psychological examinations conducted by a City-appointed physician. The probationary period for this position is 12 months and may be extended for an additional 3 months.

Method of Communication

- Primary communication regarding your status relative to this recruitment will be by e-mail; applicants are solely responsible for monitoring their e-mail communication messages and systems.
- Applicants are solely responsible for informing the City of changes in contact information, including but not limited to e-mail addresses, mailing addresses, post office boxes, and telephone numbers.

Additional Information

For additional information about this recruitment, go to www.joinchpd.net, call (916) 727-4900, or e-mail at joinchpd@citrusheights.net.

ALL INTERESTED APPLICANTS – PLEASE READ THE FOLLOWING INFORMATION

Closing Deadline: This recruitment is Open and Continuous. The City may choose to close the recruitment at any time if there is no longer a need for the position. No faxed or e-mailed application materials will be accepted.

City Selection Standards and Practices: The City reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications requirements does not guarantee an applicant an invitation to the next step(s) in the selection process. Only the most qualified applicants as determined by the City will be invited to the next step(s) of the selection process. This listing is solely for the purpose of announcing job opportunities and does not constitute a contract, expressed or implied; provisions contained herein may be modified or revised without notice.

The City of Citrus Heights is an Equal Opportunity Employer and does not discriminate against qualified employees or applicants because of race, color, religion, medical, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Family Rights Act (CFRA), and federal laws including the Americans with Disabilities Act and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation. Under federal law, all job applicants must prove authorization to work in the United States at the time of job offer.