



PUBLIC SAFETY COMMUNICATIONS OFFICER I/II - 911 DISPATCHER

JOB CODE: 13807

SALARY

P.S.C.O. I - \$13.82 to \$18.48 hourly

P.S.C.O. II - \$15.36 to \$20.54 hourly

RECRUITMENT INFORMATION

This recruitment is being conducted to fill countywide openings in the **Sheriff's Department**. Applicants with little or no law enforcement dispatch experience will be hired at the I level. Applicants hired at the lower level will be promoted to the higher level upon completion of the promotional process and with a satisfactory work performance record (typically one year). Once hired at the I level, employees will complete a 3-week P.O.S.T. basic certified dispatch academy, followed by a 3-week supplemental academy in Riverside, California.

POSITION INFORMATION

The Sheriff's Department is seeking qualified candidates who receive emergency 911 calls from people requiring assistance. This is an opportunity for you to help in a meaningful way in making a real difference in the life of a child, adult, or in situations where there is an urgent need for law enforcement assistance. They must obtain essential information from callers; determine the location and appropriate emergency units to be dispatched transmit information and orders clearly and concisely to emergency units via two-way radio. They must also remain calm under adverse, stressful conditions, and communicate accurately.

Highly qualified candidates will possess qualities such as: flexibility, good logical thinking skills, compassion, emotional health and maturity, good oral communication skills, the ability to deal with volatile citizens and maintain composure. These positions are unique, challenging, responsible, and require intense concentration, good judgment, and the ability to work at a rapid pace.

REQUIRED QUALIFICATIONS

BOTH LEVELS: Skill: Sufficient skill in typing to complete 40 net words per minute. All typing and call center tests must be taken at Riverside County Human Resources in Riverside or Indio. Typing certificates from other agencies will not be accepted. **Candidates must be able to work any shift assignments, holidays, weekends, and overtime.**

SELECTION PROCEDURE

The complete selection process will consist of the following: (1) Computerized typing test with minimum 40 net wpm, (2) Computerized Call Center test, (3) 4 hour P.O.S.T. written examination which consists of 11 separately timed tests. The tests are designed to measure general abilities that reflect your aptitude for performing dispatcher duties which include: following oral directions, checking coded information, call taking, and reading comprehension. (4) Oral interview, (5) Multi-tasking "Perfex" test. Candidates must successfully complete each test to continue in the selection process. Those who are successful in all testing phases will be referred to the Background Process.

ALL CANDIDATES MUST COMPLETE AN EXTENSIVE BACKGROUND INVESTIGATION, INCLUDING A PSYCHOLOGICAL EXAM. CANDIDATES WITH ONGOING NEGATIVE CONTACTS WITH LAW ENFORCEMENT WILL NOT BE CONSIDERED FOR HIRE.

CALL (909) 955-5844 OR (760) 863-8327 TODAY TO SCHEDULE YOUR TYPING AND CALL CENTER EXAMINATION!

Please call Sue Gates at (909) 955-6133 if you have questions or need special accommodation

**Riverside County does not discriminate on the basis of race, color, national origin, sex, religion, age, or disability in employment or the provision of services.*

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