

## ESSENTIAL FUNCTIONS

West-Comm is looking for enthusiastic, flexible, and dedicated Police Dispatchers who have a proven background in job performance. The Police Dispatcher serves as the primary link between the public and the Police Officers in the field. You will receive emergency telephone calls and assist citizens with requests for service and general inquiries. Each call is evaluated and the appropriate Public Safety personnel are dispatched to handle the situation. Such decisions will frequently be made on an independent basis with after-the-fact supervisory review. Responsibilities also include using the Computer-Aided Dispatch (CAD) and Records Management System (RMS), maintaining records, and performing typing assignments which include data entry.

## IDEAL CANDIDATE

### Knowledge of:

- General office procedures and receptionist techniques.

### Ability to:

- Report for work as assigned.
- Interpret and give both verbal and written instructions.
- Communicate effectively, both verbally and in writing.
- Speak clearly and concisely over the radio and telephone.
- Interpret rules, regulations, policies and procedures.
- Operate equipment and systems with an acceptable level of proficiency.
- Type at a net speed of 35 wpm.
- Prioritize and multi-task.
- Make sound decisions using all available information.

- Accomplish tasks in a controlled, effective manner, including while handling critical incident calls.
- Develop and maintain effective and cooperative working relationships with co-workers and the public.
- Work holidays and weekends, as well as day, night and graveyard shifts.

**Education and Experience:** High school diploma or G.E.D and equivalent to one year of full-time experience as a public safety dispatcher with a law enforcement agency. Experience must be within one year's time of application.

**Other Requirements:** Must be of good moral character and free from conviction of a felony or serious misdemeanor.



## APPLICATION PROCEDURE

A completed West-Comm **Application and Supplemental Questionnaire** must be submitted to:

**City of Cypress  
Human Resources Office  
5275 Orange Avenue  
Cypress, CA 90630  
(714) 229-6681- 24 hr. Jobline**

**Visit the City of Cypress website at:  
[www.ci.cypress.ca.us](http://www.ci.cypress.ca.us)**

*The provisions of this bulletin do not constitute an expressed or implied contract. Any provisions contained in this bulletin may be nullified or revoked without notice.*

## SELECTION PROCESS

Application materials will be screened for qualifications. Those applicants determined to be most qualified for the position will be invited to participate in the selection process which may include, but not be limited to:

- West-Comm Application (Qualifying)
- Supplemental Questionnaire (Qualifying)
- Oral Interview (100%)

After a **CONDITIONAL OFFER OF EMPLOYMENT** is made, candidate must pass the following prior to appointment as a Police Dispatcher:

- **Background Review (including a fingerprint check). A polygraph examination may be administered.**
- **Medical Examination (including alcohol and controlled substance screening)**
- **Psychological Examination**

*Special Accommodation for legal disability if a written request accompanied by proper documentation is submitted to the Cypress Human Resources Office five days prior to testing.*

## ABOUT WEST-COMM

The West Cities Police Communications Center (West-Comm) was formed by a Joint Powers Agreement between the cities of Cypress, Los Alamitos and Seal Beach. The center is located at the Seal Beach Police Department, just one mile from the ocean and the historical Old Town District. Its state-of-the-art equipment includes Motorola Gold Elite radios, Vesta 911 telephone systems, flat panel monitors and ergonomic sit-stand dispatcher consoles. The center has large windows providing natural light and beautiful views in three directions. West-Comm is a civilian-managed organization committed to providing quality public safety services. To achieve this, it values diversity among staff and encourages each employee to take personal responsibility and make individual contributions. It is committed to professional and technical progress and motivated performance while serving as the vital link between the public and the police agencies it serves. West-Comm also provides dispatch services to the Orange County Harbors, Beaches, and Park Rangers.

## EMPLOYEE BENEFITS

A competitive package is provided which includes West-Comm paid medical, dental, vision, retirement membership in the California Public Employees' Retirement System (PERS), Life Insurance, Short-Term/Long-Term Disability Insurance, Education Reimbursement, Shift Differential Pay, Bilingual Pay, Employee Assistance Program, and paid leave programs, including 12 Holidays and compensatory time. West-Comm Police Dispatchers work a 4/10 or 3/12 work schedule.

**\*\*Lateral dispatchers will be allowed to use vacation time after 3 months of employment.**

## EQUAL OPPORTUNITY EMPLOYER

West-Comm does not discriminate on the basis of race, religion, creed, sex, color, national origin, ancestry, age, disability, marital status, sexual orientation or gender identity. Equal employment opportunity will apply to all personnel actions, including but not limited to, recruitment and selection, training, promotions, compensation, evaluation, discipline and layoffs.



**Consider a Career as a  
Police Dispatcher  
with West Cities Police  
Communications Center!**

**POLICE  
DISPATCHER  
Experienced**



**MONTHLY SALARY  
\$4,242 - \$5415  
(Effective 7-10-09)**

Applications accepted on a continuous basis.  
Open/competitive recruitment.