



GLENN COUNTY

An Affirmative Action – Equal Opportunity Employer
We Encourage Minorities, Women and Disabled Individuals to Apply

HAS A JOB OPPORTUNITY FOR

EMERGENCY DISPATCHER I/II

BI-LINGUAL/BI-CULTURAL HISPANIC, HMONG OR LAOTIAN ARE ENCOURAGED TO APPLY

SALARY RANGE: \$13.63 - \$16.57 per hour Emergency Dispatcher I
\$15.03 - \$18.27 per hour Emergency Dispatcher II

FINAL FILING DATE: An official Glenn County Application and a keyboarding certificate must be received in the Glenn County Personnel Department by 12:00 p.m., Noon, Friday, March 30, 2012.
Qualified applicants will be notified by mail of written exam.

THE POSITION

Glenn County is recruiting individuals to fill one regular full time Emergency Dispatcher I/II position at the Sheriff's Office. The individual appointed to this position will perform a variety of difficult tasks involving twenty-four hours a day, seven-days a week public safety emergency dispatch service involving all 911 communications at the Glenn County Sheriff's Office in Willows. The position is scheduled for forty (40) hours per week, rotating shift. **This recruitment is to establish a list to fill future vacancies for the next 12 months.**

DUTIES

Receive incoming calls from the public; determine type of assistance required, including law enforcement, fire or ambulance personnel, etc., and dispatch emergency and non-emergency radio and telephone communications to appropriate jurisdictions and agencies. Operate a law enforcement 911 communications network. Monitor radio communications with field personnel as necessary to relay messages and information and to determine the location and safety of field personnel. Accurately log all telephone and radio communications activities. Perform a variety of clerical duties as required, including but not limited to answering business telephones; processing and/or maintaining department records, including case files; compiling information and statistics for reports; preparing criminal history reports; entering, canceling, retrieving data on computer; ordering supplies, copying and filing documents, etc. Process civil, misdemeanor, juvenile and felony warrants. Receive and respond to inquiries from the public regarding department activities, programs and procedures. May provide training for new dispatchers. Participate in special department programs and projects as assigned. Perform related duties as assigned.

QUALIFICATIONS

Knowledge of: Pertinent Federal, State, and Local laws, codes and regulations. Standard radio broadcasting procedures and rules. Modern office procedures and technology. Geographic features and streets within the area served. Principles and procedures of record keeping and reporting.

Ability to: Learn rules and regulations quickly and interpret them correctly. Understand and follow oral and written instructions. Operate dispatch and teletype systems and other office equipment. Effectively communicate with and elicit accurate information from upset, emotional irate citizens. Listen to and remember details. Read maps quickly and accurately. React quickly and calmly in emergency situations. Establish and maintain cooperative working relationships with those contacted during the course of work. Maintain records and prepare required reports. Provide staff training as applicable. Typing certificate 45 – 50 WPM is desirable.

TRAINING AND/OR EXPERIENCE

Experience: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be: Typing certificate 45 – 50 WPM desirable.

Emergency Dispatcher I: No experience is required.

Emergency Dispatcher II: One year of responsible experience in emergency communications and dispatching, or the completion of the Emergency Dispatcher Trainee Program in Glenn County.

Training: (BOTH) High school diploma or GED equivalent.

— *continued* —

Personnel Department, County of Glenn, 525 W. Sycamore St., Suite A1, Willows, CA 95988-2739 (530) 934-6451
"TDD - - No Voice (530) 934-6444" FAX (530) 934-6452 or 934-6457
Website www.countyofglenn.net

SELECTION PROCESS: The selection process will consist of an application ranking, written exam, oral examination, assessment center type scenario problem, fingerprinting, drug screen, background investigation, CVSA and psychiatric evaluation. The most qualified applicants will be invited to participate in an interview wherein their qualifications for this position will be reviewed in more detail. If you are selected for an interview, you will automatically be contacted. Applicants are encouraged to submit a resume detailing their training and experience with the official application form, but not in-lieu of completing the official Glenn County Application.

Eligible Lists are used for Full-Time (40 hrs/wk with benefits), Part-Time (20-39 hrs/wk with benefits), and Public Service Employee - Temporary (no benefits).

IMPORTANT: *If you would like to be notified of your standing, please include a self-addressed, stamped envelope.* If you need accommodation in the examination/interview process, please contact the Personnel Department at least five (5) working days before a scheduled examination/interview.

**Application forms may be obtained from and are to be returned to:
GLENN COUNTY PERSONNEL DEPARTMENT**

525 W. SYCAMORE STREET, SUITE A1
WILLOWS CA 95988
TELEPHONE (530) 934-6451
FAX (530) 934-6452 or 934-6457
TDD--No Voice (530) 934-6444
www.countyofglenn.net

2/28/12

EMPLOYMENT INFORMATION

AN EQUAL OPPORTUNITY EMPLOYER: All applicants receive consideration for employment without regard to age, ancestry, color, marital status, national origin, political affiliation, race, religion, sex or other non-merit factors (except as limited by law, or bonafide occupational qualifications). The County has a policy prohibiting discrimination against qualified handicapped individuals.

APPLICATIONS: *Application forms must be filled out completely* and clearly show that minimum qualifications are met. All statements made on the application are subject to investigation and verification. A separate application must be filed for each position.

It is the responsibility of the applicant to ensure applications are received at the Glenn County Personnel Office by 12:00 p.m., Noon, Friday, March 30, 2012.

RESIDENCE REQUIREMENTS: There is no residence requirement except certain positions may require the employee to reside within a reasonable commuting distance.

TRAVEL AND RELATED EXPENSES: Glenn County does not reimburse applicants for any travel or related expenses incurred in connection with applying for employment.

MEDICAL EXAMINATION: Applicants may be required to pass a medical examination as a condition of employment or promotion. Medical exams may include a fitness exam and a drug & alcohol screen.

SUMMARY OF EMPLOYEE BENEFITS

Benefits are subject to negotiations with employee organizations and may vary with individual bargaining units.

CREDIT UNION: Low interest loans and systematic savings through payroll deduction.

DEFERRED COMPENSATION: A tax deferred long-term savings plan is available to all employees.

DIRECT DEPOSIT: The County pays its employees Bi-Weekly through Direct Deposit to any financial institution that is a member of the Federal Reserve Automated ClearingHouse.

HOLIDAYS: 12 paid holidays per year.

HEALTH, DENTAL, VISION AND LIFE INSURANCE: The County makes available to employees and their dependents a health, dental and a vision program. The County pays the premium for a group term life insurance policy, and also a short-term disability insurance policy.

SICK LEAVE: 12 days per year; unlimited maximum accrual.

RETIREMENT: Regular full-time and part-time employees participate in the Public Employee's Retirement System and Social Security.

VACATION: 0 – 2 full years, 11 days; 3 – 12 full years, 16 days; 13 – 20 full years, 21 days; after 20 full years, 26 days.

THE ABOVE INFORMATION IS GENERAL IN NATURE AND DOES NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT.