



PERSONNEL DEPARTMENT
ONE MANCHESTER BOULEVARD
INGLEWOOD CALIFORNIA 90301

MAIN NO: (310) 412-5460
JOB LINE: (310) 412-8888
WEBSITE: WWW.CITYOFINGLEWOOD.ORG

**ANNOUNCES AN EMPLOYMENT OPPORTUNITY
PUBLIC SAFETY DISPATCHER
* 911 – Emergency Operator ***

MONTHLY	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8
SALARY	\$2,714	\$2,853	\$2,998	\$3,151	\$3,312	\$3,481	\$3,658	\$3,845

Employees earn a 5% salary step increase once a year after serving a one-year probationary period until the maximum salary has been reached.

DEADLINE TO APPLY: Applications will be accepted by the Police Personnel Section, located on the 2nd floor of the City Hall building, until a sufficient number of qualified applicants have applied.

THE POSITION OF PUBLIC SAFETY DISPATCHER receives and dispatches emergency calls for police, fire and paramedic assistance; types data into the computer-assisted dispatch system while questioning callers for information; utilizes independent judgment to determine the appropriate course of action; determines nature, validity and types of calls; utilizes messages and priorities to dispatch field units to emergency situations; operates a variety of communications equipment including computerized multiple channel radio systems, computerized telephones and accessories and computerized geographical information systems; must demonstrate self-control, poise, composure, and concentration while working in a high pressure, fast paced environment; type at a rate of speed to keep pace with work flow; coordinate large scale events, vehicular and foot pursuits, and remain calm, clear and professional under pressure; answers and refers inquires and complaints regarding a wide variety of public safety and related issues; and performs other department related duties as assigned. **Incumbents in this classification are required to work WEEKENDS, HOLIDAYS, OVERTIME and VARIOUS SHIFT SCHEDULES.**

TO COMPETE IN THIS SELECTION PROCESS YOU MUST complete an official City application using blue or black ink; have a high school diploma or equivalent **AND** one (1) year experience in law enforcement, customer service or public contact experience **OR** an equivalent combination of education and experience. Successful candidates must have the ability to type **30** net words per minute and be able to speak English clearly and precisely; hear accurately and distinctly; establish and maintain positive effective and cooperative relationships with fellow employees and the public; handle a high volume of emergency calls with tact and good judgment, initiative and speed; comprehend, interpret, and retain written and orally presented information effectively; react quickly, efficiently and calmly under stress and in emergency situations; and maintain and wear a standardized uniform and headset. Candidates who are bilingual and/or have previous dispatching experience are highly desirable.

THE SELECTION PROCESS begins with a thorough evaluation of all applications. Those candidates determined to be **“most qualified”**, as reflected by their applications, will be invited to participate in a typing test (qualifying only). Candidates obtaining a net typing score of at least **30** words per minute will be invited to participate in the Written Exam and/or Oral Interview. The Written Exam and/or Oral Interview will rank candidates on the basis of knowledge, abilities and skills necessary to work in the law enforcement field. Candidates who earn at least 70% on the Oral Interview will be placed on an eligibility list. **A thorough background investigation, polygraph and psychological examination, along with a complete medical examination, will be conducted after the Oral Interview and prior to appointment.**

VETERAN’S PREFERENCE: Honorably discharged veterans of the United States Armed Forces who receive a passing score on an open competitive examination are entitled to have five (5) points added to their final score. To claim preference points, qualifying applicants must submit their DD 214 by the final closing date.

**For Further Information Contact: Background Unit/Inglewood Police Department
One Manchester Blvd., Inglewood, CA 90301 / (310) 412-5236 / (310) 412-5530**