



CONTRA COSTA COUNTY

HEALTH SERVICES DEPARTMENT

Personnel Services • 1320 Arnold Drive • Martinez, CA 94553-6537
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FINAL FILING DATE: Continuous

APPLICATION CUTOFF QUARTERLY TESTING: October 26, 2010

PERFORMANCE EXAMINATION: To Be Announced

ORAL EXAMINATION: To Be Announced

SHERIFF'S DISPATCHER I

Monthly Salary Range: \$4,218 - \$4,651

(No T-Scores will be accepted)

THE POSITION

The Contra Costa County Office of the Sheriff is recruiting men and women for a challenging career in public safety communications as Sheriff's Dispatchers. No prior experience is required. Individuals hired will receive intensive training during the initial 12-month probationary period and are expected to qualify for advancement to the class of Sheriff's Dispatcher II (\$4,621 - \$5,349) within one year of employment.

All accepted candidates will undergo a series of examinations to measure the job aptitude, mental and personal fitness and the ability to perform under stress. Sheriff's Dispatchers will be assigned to the Sheriff's Office state-of-the-art computer aided dispatching facility located in Martinez, California. The facility operates on a 7-day, 24-hour schedule. **WEEKEND, HOLIDAY AND OVERTIME WORK IS REQUIRED.** Dispatchers are regularly responsible for radio communication with 15-20 patrol units operating in the field and provide additional dispatch services to fire departments, ambulance units and the County Office of Emergency Services. **HEAVY PHONE WORK AND DATA ENTRY IS REQUIRED.**

This is a non-sworn, uniformed position for which an \$872 yearly uniform allowance is provided. All overtime is compensated at 1-1/2 times regular hourly rate. Persons fluent in Spanish may qualify for a bilingual differential of \$100/month in selected positions.

Prior to employment as a Sheriff's Dispatcher applicants must successfully complete a background investigation that will include reference checks with current and past employers and successfully pass a medical examination and a psychological test, which measures an individual's ability to work under stress and adapt to a strict working environment.

The employment list established as a result of this examination may remain in effect for six (6) months.

MINIMUM QUALIFICATIONS

License Required: Possession of a valid California Motor Vehicle Operator's License. Out of state valid motor vehicle operator's license will be accepted during the application process.

Education: Possession of a high school diploma, G.E.D. equivalency, or high school proficiency certificate.

Background Requirements: Must pass a thorough background investigation, medical, screening, and psychological evaluation prior to employment.

Typing Proficiency: Ability to accurately type at a speed not less than 35 net words per minute (**SEE BELOW**).

Typing Requirement: This position requires the use of a computer keyboard with skill and accuracy. In order to be considered for this position, **all applications must show written proof of the ability to type accurately at a speed of not less than 35 net words per minute (without errors).** Certification must have been attained or renewed within the last twelve (12) months and be attached to the application. Certificate of proof may be obtained at a California High School, Community College, Business College, Employment Referral Agency, Local Regional Occupational Program (ROP) Office, or an Adult Education Center. **Written proof or a typing certificate MUST be submitted and/or attached to the official County application at time of filing. Certificates from online services or home computer software are not acceptable.**

SELECTION PROCESS

- 1. Application Filing:** Applicants are encouraged to apply on-line at www.cccounty.us/hr. A completed Contra Costa County application, supplemental questionnaire and required typing proficiency must be received or postmarked by the application cutoff date listed above. An application may be obtained by visiting our office at 651 Pine St., 2nd floor, Martinez, CA 94553. **If applying online, the typing certificate MUST be attached to the online application.** Resumes may not be substituted for the official application. Please see HOW TO APPLY on the reverse side of this announcement for additional locations to apply.
- 2. Performance Examination:** The performance examination for the Sheriff's Dispatcher I is designed to measure abilities that are both important for successful performance of dispatcher duties and necessary for job candidates to possess before hire. Test items may consist of the following job-related areas: decision making, data entry, call summarization, memory recall, prioritization, map reading, verbal ability, reasoning ability, and perceptual ability.
- 3. Oral Interview:** Successful candidates passing the performance portion of the examination will be scheduled for an oral interview. The Qualifications Appraisal Board will evaluate job related factors such as motivation, interpersonal skills, problem-solving ability, use of sound judgment, and oral communication skills. Applicants must receive a rating of a least 70 from a majority of the board members to pass the oral interview. **(Weighted 100%)**

The Human Resources Department may make changes to the examination steps noted above in accordance with the Personnel Management Regulations and accepted selection practices.

OPEN ONLY: 10/20/10 TM/TW/nos

Exam Number: 64WK-2010B

SHERIFF'S DISPATCHER I

AN EQUAL OPPORTUNITY EMPLOYER

IT IS THE POLICY OF CONTRA COSTA COUNTY NOT TO DISCRIMINATE BECAUSE OF RACE, RELIGIOUS CREED, COLOR, NATIONAL ORIGIN, ANCESTRY, PHYSICAL OR MENTAL DISABILITY, MEDICAL CONDITION, MARITAL STATUS, SEX, AGE OR SEXUAL ORIENTATION

CONTRA COSTA COUNTY
SHERIFF'S DISPATCHER I
SUPPLEMENTAL QUESTIONNAIRE

Your responses to the questions below will be used to determine your eligibility to participate in the Sheriff's Dispatcher I examination. Please respond to all questions based on what is indicated in the minimum qualifications. Sign, date, and print your name at the bottom of this form, and attach it to your application.

****Applications received without the supplemental questionnaire,
with an incomplete supplemental questionnaire, or without a valid typing
certificate attached, WILL NOT BE ACCEPTED.****

1. Do you possess a valid California driver's license or out-of-state valid motor vehicle operator's license?

- Yes
 No

2. Do you possess a high school diploma, G.E.D equivalency, or high school proficiency certificate?

- Yes
 No

3. Do you possess a typing certificate documenting the ability to type at a speed of at least 35 net words per minute (without errors), which was obtained within the last twelve (12) months? If so, you must submit your certificate at the time of application.

- Yes
 No

4. Have you applied for Sheriff's Dispatcher I within the last six (6) months?

- Yes
 No

Candidate's Signature: _____

Print your Name: _____

Date: _____