



# CITY OF INGLEWOOD

## Human Resources Department



Announces a Career Opportunity For:  
**PUBLIC SAFETY DISPATCHER**  
(911-Emergency Operator)

MONTHLY	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8
SALARY	\$ 2,881	\$ 3,028	\$ 3,183	\$ 3,345	\$ 3,516	\$ 3,695	\$ 3,883	\$ 4,082

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

**APPLICANTS MUST BE 21 YEARS OLD TO APPLY FOR THIS POSITION.**

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**A PUBLIC SAFETY DISPATCHER**, under general supervision, receives and dispatches emergency calls for police, fire and paramedic assistance; types data into the computer-assisted dispatch system while questioning callers for information; 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, telephones and accessories; 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.

**MINIMUM QUALIFICATIONS:** Applicants must have a high school diploma or equivalent AND one year experience effectively responding to high volume of emergency calls; Applicants must be 21 years of age to apply for this position. All applicants must be able to type 30 (net) wpm; to speak English clearly and precisely; and hear accurately and distinctly. Be able to establish and maintain positive and effective and cooperative relationships with fellow employees and the public; to handle a high volume of emergency calls with tact and good judgment, initiative and speed; to comprehend, interpret, and retain written and orally presented information effectively; and react quickly, efficiently and calmly under stressful and emergency situations. Bilingual applicants are highly desirable.

**THE SELECTION PROCESS** begins with a complete review of all applications submitted. Only those applications meeting the minimum requirements will be invited to participate in the qualifying only typing test. Candidates obtaining a net typing score of 30 words per minute will be invited to participate in the written test and/or Qualifications Appraisal Interview for this position.

The QAI is a technical interview that is designed to determine your readiness for this position. The applicants will be ranked based on their knowledge skills abilities and experiences as it relates to public safety dispatching. Applicants must pass all test parts with a minimum score of 70% to continue in the selection process. All applicants applying for positions assigned to the police department shall undergo a complete background check to include credit, polygraph, psychological and medical examination prior to an official appointment to the position.

**VETERANS CREDIT:** Honorably discharged veterans of the United States Armed Forces who receive a passing score on an open competitive exam shall receive five (5) additional points added to their final score. To claim preference points, qualifying applicants must submit their DD-214 with their applications materials.

**For more information contact: Police Backgrounds Unit/ Inglewood Police Department  
One Manchester Boulevard Inglewood CA 90301 (310) 412-5530**

## GENERAL BI-WEEKLY FRINGE BENEFITS

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WORK SCHEDULE	9/80 Employees work 9-hours per day Monday – Friday with alternating Fridays off.
RETIREMENT	3% @ 60 Public Retirement System (PERS) Retirement Formula. City pays employee membership contribution. The City does not participate in social security.
INSURANCE	City paid health, dental, vision and mental health plans to include family coverage
HOLIDAYS	13 holidays per year including one floating holiday
VACATION	80 hours after the completion of one year of service
PERSONAL LEAVE	One day per year
SICK LEAVE	108 hours per year
EDUCATION REIMBURSEMENT	\$400 annually after one year of service

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## HIRING PROCESS

The City of Inglewood is a Civil Service Organization, which requires that all full-time permanent appointments be selected from an active employment eligibility list. Once an eligibility list has been established for a specific job classification, the top three ranks of the employment eligibility list that are willing, ready and able to accept the position shall be certified to the hiring authority for a selection interview.

The Hiring authority may select any one of the top three ranks to recommend for appointment to the vacant position. Once a selection is made the candidate will receive a conditional employment offer letter contingent on passing a complete medical-physical examination to include blood work and proof of authorization to work in the United States. Newly hired employees can be terminated with or without cause during probation period.

If you are not selected for the current open position, your name remains on the employment eligibility list for a period of one year or whatever is stated on the job announcement. The Human Resources department will continue to send your name to hiring departments who have vacancies for the job classification for which you have applied until the eligibility list expires or is exhausted.

In Accordance with the Immigration Reform and Control Act of 1986, all persons hired after November 6, 1986 must verify identity and entitlement to work in the United States by providing required documentation.

The City of Inglewood is an Equal Employment Opportunity Employer complying with the law that forbids discrimination and ensures that everyone is provided equal employment opportunities regardless of Race, Color, Disability, Sex, Religion, Age, or National Origin.

Applications can be downloaded by visiting our website at: <http://www.cityofinglewood.org>