

CITY OF INGLEWOOD

Inglewood

All-America City

Human Resources Department

Announces a Career Opportunity For:

EMERGENCY SERVICES DISPATCHER

(911-Emergency Operator) FULL-TIME

HOURLY	STEP 1	STEP 2	STEP 3	STEP 4	STEP 5	STEP 6	STEP 7	STEP 8
SALARY	\$ 16.62	\$17.47	\$18.36	\$19.29	\$20.28	\$21.31	\$22.40	\$23.54

The City is currently participating in a Work Furlough Program that reduces the employee's work week from 40 to 36 hours per week.

OPEN CONTINUOUSLY: Applications will be received by the City until a sufficient number of qualified applications have been received.

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: A high school diploma or equivalent AND three or more years experience effectively responding to high volume of calls in an emergency dispatch center. Must be able to type 30 (net) words per minute; to speak English clearly and precisely; and hear accurately and distinctly. Be able to establish and maintain cooperative and effective relationships with fellow employees and the public; to handle a high volume of emergency and urgent 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 (QAI) 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 police 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

OPENS: August 1, 2013