



# City of Glendale

## Employment Opportunity

### POLICE COMMUNICATIONS OPERATOR / LATERAL TRANSFER

#### OPEN EXAMINATION – ONE YEAR PROBATIONARY PERIOD

**SALARY** \$3,535 to \$5,424 per month (The PERS contribution is deducted from the listed salary for employee's retirement benefits.)

**FILING PERIOD** Open/Continuous Examination. Recruitment may close at any time.

**APPLICANTS WILL BE REQUIRED TO PASS AN EXTENSIVE BACKGROUND INVESTIGATION PRIOR TO APPOINTMENT – NO FELONY CONVICTIONS. REQUIRED TO WORK ROTATING SHIFTS INCLUDING NIGHT HOURS, WEEKENDS AND HOLIDAYS. NEW EMPLOYEES WILL BE ADMINISTRATIVELY ASSIGNED IN THEIR FIRST TWO YEARS OF EMPLOYMENT.**

#### THE POSITION:

This civilian position assigned to the Police Communications Center performs a full range of radio-telephone operational duties in dispatching public safety personnel and equipment. **Essential Functions of the job include, but are not limited to, the following:** Receives, identifies and accurately evaluates emergency and routine calls for police services, routes 911 calls for Fire and EMS services, refers calls to other agencies and makes required notifications as appropriate. Monitors and maintains the status of all police personnel and units as to location and availability. Determines appropriate personnel and equipment to be dispatched using voice radio and computer aided dispatch system. Relays, follows, repeats and remembers complex oral and written instructions, information and directions. Uses established policies & procedures, independent judgment, common sense and reason to make rapid and accurate decisions to achieve an effective initial or alternate course of action in dispatching police resources. Performs multiple, routine and complex dispatch tasks simultaneously. Responds calmly and effectively in emergency and stress situations. Develops speed and accuracy in performing job duties & responsibilities, including operating radio consoles, computer terminals and associated communications equipment, performing minor maintenance as required. Studies, reviews, and trains in communications and police department operations to develop a complete and accurate concept and understanding of the nature of police work. Effectively communicates and coordinates in a teamwork environment with co-workers, other agencies, departments and the public, exercising strong customer service and group dynamic skills. Possesses a high level of awareness to all dispatch center activity and effectively anticipates and plans for probable tasks which will require immediate action. Works with geography/street files and reads maps, manuals, notebooks, memorandums, legal resources, policies & procedures and posted information. Monitors multiple police, fire and emergency radio frequencies. Initiates, receives and interprets information from various law enforcement computerized database systems. Monitors facility security and various alarm systems. Performs research and clerical work such as preparation of logs, reports, forms and update of information and files in a timely manner. Performs assigned and needed cleaning and maintenance duties to center facilities. Performs other appropriate duties as assigned or as the situation requires. Assumes responsibility for ensuring the duties of the position are performed in a safe, efficient manner. Assists Community Service Officers assigned to the jail with searches of arrestees on an as-needed basis.

#### BENEFITS:

- Modified 3/12 work schedule, including nights, weekends, holidays and rotating shifts.
- Vacations: Annual vacations range from 80 to 160 hours
- Sick Leave: Accumulated at the rate of 8 hours per month
- Health and Dental Insurance: choice of 2 HMO Plans or Blue Cross Prudent Buyer Plan
- Employees that qualify as foreign language interpreters receive an additional \$100 per month
- Uniform allowance \$819.00 annually
- Holidays: 106 hours holiday leave per year
- P.E.R.S. Two percent at 55 (2.0 @ 55 formula)
- 50% tuition reimbursement up to a maximum of \$10,000

#### MINIMUM REQUIREMENTS:

##### Knowledge, Skills, Abilities

**Skilled in** resourcefulness and organization, initiative and self motivation.

**Ability to:** control conversations, quickly gathering pertinent and relevant information; hear multiple normal level conversations simultaneously, distinguishing between voices and sources to ascertain relevant information quickly and accurately; accurately assess problems and understand needs & situations; touch type at least 30 words per minute while conversing on telephone and/or radio; read and discern visual images on a variety of media including multiple computer system's screens; learn police codes, rules, policies & procedures quickly and to interpret them correctly; learn police equipment and resource capabilities and develop strategy for various types of police responses and emergencies; acquire knowledge of communications rules, regulations, theory, operations, equipment, principles & capabilities, limitations & backup system alternatives; rapidly & accurately operate complex computerized & mechanical equipment; read, write legibly, spell, comprehend & communicate effectively in English; speak clearly, distinctly and correctly with good modulation; understand, retain and repeat simple and complex oral and written instructions; react quickly, efficiently and calmly in emergencies & stressful situations; quickly and accurately follow written and oral instructions; act in a decisive manner, using good judgment, common sense & reason; anticipate needs and evaluate alternatives and contingencies; exercise tact & diplomacy, striving to promote a positive & cooperative atmosphere; deal tactfully and courteously with the public; accept close supervision, criticism and/or discipline and work within an established chain of command organizational structure; maintain emotional stability, patience, loyalty and commitment to the organization; take initiative and exercise dependability, maturity and self-confidence; read and understand street maps, learn and retain a workable knowledge of cities, roadways, landmarks, geography of the City and surrounding jurisdictions; develop knowledge of cooperating agency procedures and resources - mutual aid; learn new information and initiate improvements in technical and procedural areas; take notes, organize information & thoughts and develop notebooks, projects, records and reports; work in confined quarters for extended periods of time; use work time properly and productively, producing high quality, accurate work; work rotating shifts, including nights, weekends and holidays.

##### Other Characteristics

**Willingness to** attend training classes in communications and Police Department procedures; work overtime as requested or in emergencies; actively participate in an extensive, comprehensive on the job training program; work rotating shifts, including nights, weekends and holidays; assume responsibility for maintaining a safe working environment.

##### Experience

Two years experience in a law enforcement agency as an emergency call taker and radio dispatcher.

Experience in operation of Computer Aided Dispatch System (CAD) is highly desirable.

##### Education/Training

Graduation from high school or attainment of GED or CHSPE certificate. Completion of some college course work is highly desirable. P.O.S.T. Approved Basic Compliant/Dispatcher Certificate or equivalent required. Bilingual in Spanish and/or Armenian is desirable.

##### License

Valid California Class C driver's license is required.

##### Special Conditions

Smoking is not permitted inside police facilities or vehicles, or while in uniform.

Requires wearing uniforms, headsets, and working in a closely situated area.

##### Note

An equivalent combination of experience, education, and/or training may substitute for the listed minimum requirements.

**TATTOO POLICY:** Unless otherwise exempted, no employee of the Glendale Police Department shall have any visible or offensive tattoos or other skin markings. For further information regarding this policy, please contact the Professional Standards Bureau at (818) 548-3117.

##### Residence

**Within four months of employment, all employees of the Glendale Police Department are required to live within a radius of sixty contiguous land miles of the Glendale Civic Center.**

##### Medical/Psychological standards

All candidates must pass a pre-placement medical examination and a psychological evaluation.

##### Background Investigation

A comprehensive background investigation will be conducted on all finalists, which will review and verify personal history including, but not limited to financial responsibility, criminal history, drug use history, driving record, and verification of application materials. Significant issues or omissions in the above-stated areas may be grounds for disqualification. Background investigation will include a polygraph. **TIME AND PLACE OF THE EXAMINATION WILL BE ANNOUNCED.** The City of Glendale conforms with State and Federal obligations to make reasonable accommodation for applicants and employees with disabilities. The Human Resources Department asks that it be advised of special needs at least five days prior to the first test part so that a reasonable accommodation may be made. The provisions of this bulletin do not constitute an express or implied contract. In compliance with the Immigration Reform and Control Act of 1986, the City of Glendale requires that all new employees provide documentation to establish both work authorization and identity.

##### SELECTION PROCEDURE

**NO WRITTEN EXAMINATION WILL BE REQUIRED.** The examination will consist of an evaluation, typing examination, and an oral interview examination. Weights will be as follows: Evaluation – qualifying; typing examination (**30 wpm, net**) - pass/fail; oral interview - 100%. All applications, resumes and submitted reference materials will be reviewed and evaluated, and only the best qualified candidates will be invited to participate in the selection process. Any evaluation will be based on the candidate's education and experience as related to the position. Any examination will be to evaluate the candidate's education, experience, knowledge and skills for the position. The City of Glendale reserves the right to modify the above-stated examination components and/or weights. Should this be necessary, the candidates will be notified of the specific examination components and weights prior to the administration of any examination.

#### POLICE COMMUNICATIONS OPERATOR

(Police Communications Operator – Lateral Transfer- 12)

Date Posted: 03/26/2012

Bulletin: # 7541

# CITY OF GLENDALE EMPLOYMENT

## SUBSTANTIAL BENEFITS – SALARIED EMPLOYEES

Promotional Opportunities • Retirement Benefits • Vacation • Holidays • Sick Leave • Health & Dental Plans • and others

For the latest in job opportunities with the City of Glendale, visit [www.ci.glendale.ca.us](http://www.ci.glendale.ca.us) or call the Job Hotline at (818) 548-2127

Follow the City of Glendale Human Resources Department on Twitter: [www.twitter.com/COGHR](http://www.twitter.com/COGHR)  
(Become a follower and be notified of new job opportunities)

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### ABOUT THE CITY OF GLENDALE

Glendale is the third largest city in Los Angeles County with over 200,000 residents and is located northeast of Los Angeles in the foothills of the San Gabriel Mountains. The City is noted for its excellent residential areas, shopping facilities, libraries, hospitals, and parks. The City is served by several major freeways, is centrally located near downtown Los Angeles, Burbank Airport, and the many recreational facilities of Southern California. The City has a Council-Manager form of government and provides a full range of municipal services including its own electric and water utility. The Glendale Unified School District and Community College District offers residents excellent educational opportunities.

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### CITY OF GLENDALE EMPLOYEE CODE OF ETHICS

City of Glendale employees are charged with the fundamental responsibility of safeguarding the public trust. City employees provide unique functions that are vital to the well-being of the community. Glendale citizens depend on City employees to provide these services in an efficient and consistent manner, free of bias, while demonstrating the highest standards of responsible and ethical conduct.

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### WHERE AND HOW TO APPLY

Applications must be filed in the City of Glendale Human Resources Department, 613 E. Broadway, Room 100, Glendale, CA 91206, before the final filing date stated on this employment opportunity announcement. Unless otherwise indicated, mailed applications must be postmarked by midnight of the final filing date. Office hours are 7:30 a.m. - 5:30 p.m., Monday through Thursday and 8:00 a.m. – 5:00 p.m. on Fridays.

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### ADDITIONAL EMPLOYMENT INFORMATION

#### PERS

Miscellaneous (non-safety) employees hired before 01/01/11 will be under the 2.5% @ 55 retirement formula with the single highest year compensation. An 8% PERS contribution will be deducted from the listed salary for employee's retirement benefits.

Miscellaneous (non-safety) employees hired on or after 01/01/11 will be under the 2% @ 55 retirement formula with the three year final compensation calculation. A 7% PERS contribution will be deducted from the listed salary for employee's retirement benefits.

#### AGE

Some classifications may have specific age requirements.

#### CITIZENSHIP

Is NOT a requirement unless so stated. Non-citizen applicants must have alien registration receipt card.

#### DRIVER'S LICENSE

When so stated on the reverse side of this bulletin, a valid California driver's license of a specific class will be required at all times during your employment in this classification. License must be presented and verified before your name can be certified from the eligible list. Individuals in certain positions may be required to obtain a license at a later date as a condition of employment.

#### ELIGIBLE LISTS

Names of persons who successfully pass all sections of the examination are entered in order of their total scores on an eligible list for the class of position for which the examination is given. Three names are certified by the Civil Service Commission to the departments of City government whenever there is a vacancy to be filled. An open eligible list is valid for a minimum of one year and a maximum of two years. Promotional lists are valid for two years. An open list may be cancelled any time it is over one year old, or less than three names remain on the list.

#### EXAMINATION

Open competitive examinations are open to any person who meets the minimum requirements as stated on this bulletin. All applications filed will be reviewed, and those persons who do not appear to be qualified will be rejected and will be so notified prior to the time of the examination. Applicants must pass each section of the examination with a score of 70.00 or better. Promotional eligibility is extended to permanent City employees who have completed their probationary period by the final filing date and who meet the minimum requirements stated on the bulletin.

#### PROMOTIONAL EXAMINATION PROCESS

Some exams are designated as promotional and limited to current city employees only. Any City of Glendale employee who meets the minimum qualifications for this position, has completed probation or six months of City employment, and is occupying a permanent full-time classification on file in the Human Resources office. Hourly City employees may be considered, provided that they furnish proof of continuous employment immediately preceding the final filing date, which would equal a minimum of six months of full-time service or 1040 part-time hours (Civil Service Rule VIII 4-E). Please check the front of the bulletin for promotional eligibility. Applicants selected to compete in the examination process must pass each section of the examination with a converted score of 70.00 or better.

#### EXAMINATION APPEAL PERIOD

All appeals regarding perceived unfairness or lack of job relatedness of any examination must be filed in writing in the Human Resources Department by the end of the third work day immediately following the examination and before results of the examination are published. (Civil Service Rules & Regulations, Rule IV, Section 13).

#### PRE-PLACEMENT MEDICAL AND/OR PSYCHOLOGICAL EXAMINATION

Candidates considered for appointment must pass a pre-placement medical examination, which includes a drug/alcohol screening test. The pre-placement medical examination, which is based on the occupational health standards of the position, is to determine whether the eligible candidate is physically and/or psychologically capable of performing the essential functions and duties of the position before being appointed to that position.

#### PROBATIONARY PERIOD

Unless otherwise stated on this bulletin, permanent employees must successfully complete a probationary period of six months.

#### VETERANS' PREFERENCE

Is given for Open entrance level classifications. Veterans, the unmarried widow or widower of a veteran, disabled veterans and the spouse of a disabled veteran who have received a passing score on the examination are entitled to additional points as determined by the Civil Service Commission. To claim preference, proof of military service (DD214 or equivalent) must be submitted by the final filing date.

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### CITY OF GLENDALE CORE VALUES

Integrity • Honesty • Trust • Fairness • Excellence • Teamwork • Respect • Accountability • Compassion • Cultural Awareness