CONTRA COSTA COUNTY

HUMAN RESOURCES DEPARTMENT

651 Pine Street, 2nd Floor • Martinez, CA 94553
24-hour Job Hotline (925) 335 - 1700 • TTY or TDD (800) 735 - 2929
www.cccounty.us/depart/hr

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A great place to live...
A great place to work...

FINAL FILING DATE: May 7, 2010

PERFORMANCE EXAM: To Be Announced
ORAL INTERVIEW: 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**. Sheriff's 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: Ability to pass a thorough background investigation prior to employment.

Typing: Ability to accurately type at a speed of 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.** 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 Agencies, Local Regional Occupational Program (ROP) Offices, and Adult Education Centers. **Written proof or a typing certificate MUST be submitted and attached to the official County application at time of filing. If applying online, the typing certificate MUST be attached to the online application. 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**, or a completed Contra Costa County application and supplemental questionnaire must be received or postmarked by the final filing 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 dimensions: decision making, data entry, call summarization, memory recall, prioritization, map reading, verbal ability, reasoning ability, and perceptual ability.
3. **Oral Interview:** Successful candidates completing the performance portion of the examination will be scheduled for an oral interview which will evaluate such job related factors 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: 4/26/10 TW/NOS

Exam Number:64WK-2010A

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

BENEFITS & APPLICANT INFO

CONTRA COSTA COUNTY

Contra Costa County's 750 square miles are located ideally near the San Francisco Bay Area. It has a temperate climate, beautiful geographical setting and shares in California's continuing growth. Over 850,000 residents reside in the varied suburban, industrial, agricultural and port areas of the County and enjoy outdoor recreational facilities ranging from boating, water skiing, fishing in the Bay and Delta waterways, to golfing, hiking, horseback riding and camping in Mt. Diablo State Park. Cultural resources include numerous local theatre, art and music centers as well as vast cultural and recreational resources in Oakland, San Francisco and the East Bay. Colleges include Saint Mary's, John F Kennedy University and three community colleges-Los Medanos (East County), Diablo Valley (Central County) and Contra Costa College (West County). The Berkeley Campus of the University of California is within an hour's drive from the County Seat of Martinez.

EMPLOYMENT INFORMATION

WHO MAY APPLY - Applicants must possess the minimum qualifications by the final filing date. This information is given on the front of the job announcement. United States citizenship is not required unless specifically listed under the minimum qualifications. Contra Costa County is committed to providing equal employment opportunity and no person applying for employment shall be discriminated against on the basis of race, national origin, gender, disability, age, or other unlawful discrimination. It is the policy of the County to provide reasonable accommodation, when needed, for otherwise qualified disabled employees and applicants for employment.

If you have a mental or physical condition that may be protected by law and require special accommodation in the application or testing process, please contact Human Resources.

California Relay Service (CRS) is available for Hearing and Speech Impaired users. To relay a message from a text telephone type (TTY) or Text Deaf and Disabled (TDD) call 1 (800) 735-2929

HOW TO APPLY - Apply on-line at www.cccounty.us/depart/hr If you do not have access to a personal computer, you can apply on-line at any of the 26 community libraries located throughout Contra Costa County. To access community library locations and hours of operation, please contact the Contra Costa County Library at 1-800-984-4636, or the Richmond Public Library at 510-620-6557. With a library card, you may also reserve a computer in advance by phoning the Contra Costa County Library or visiting the website http://www.ccclib.org/ and by visiting the Richmond Public Library website http://www.ci.richmond.ca.us/index.asp?NID=105. You may also apply on-line and receive a full range of services to help you find a job at any of the EASTBAY-Works One-Stop Career Centers. Visit their website at: http://www.ehsd.org/work/work010.html

Paper application forms may be obtained from the Human Resources Department, or by calling (925) 335-1700. Completed applications must be mailed to the Martinez office and must be postmarked no later than the filing date. Resumes are encouraged but may not be substituted for the official application form. It is the applicant's responsibility to meet final filing deadlines and late applications will be disqualified on that basis. All job announcements note the final filing date in the upper left hand corner. For applications and filing information call: (925) 335-1700.

VETERANS' PREFERENCE CREDITS - Veterans who have received an honorable discharge and disabled veterans may be allowed an additional 5% of their total earned score in an open examination (provided the exam is otherwise successfully completed). To obtain this credit, veterans MUST provide a DD2I4, which indicates honorable discharge, and if applicable, proof of disability, WITH EACH APPLICATION BEFORE THE FINAL FILING DATE.

SENIORITY CREDITS – Employees in promotional examinations for represented classifications may be allowed up to an additional 5% of their total earned score (provided the exam is otherwise successfully completed).

HIRING PROCEDURES - Employment lists are established by ranking candidates according to their overall scores in this examination. The candidates must be successful in each part of the examination. To fill each vacancy, the hiring department will request that names be certified from the employment list and will make a selection from this list. Employment lists remain in effect for two years except as otherwise determined by the Director of Human Resources. A pre-employment health examination may be required prior to employment. In compliance with the Immigration Reform and Control Act of 1986, individuals offered employment by Contra Costa County will be required to show documentation as proof of eligibility to work in the United States as a condition of employment.

EMPLOYEE BENEFITS

SALARY - The starting salary is the first rate shown on the announcement. Advancement to the higher steps of the salary level is in accordance with Salary Resolutions of the Board of Supervisors.

WORKING CONDITIONS - Five days, 40 hours per week are the basic hours of employment. Time and one-half is paid for overtime for eligible employees and certain job classifications receive a 5% differential per hour for shift work.

EARNED TIME OFF - Holidays: An average of 13 holidays per year. Vacation: depending upon the classification in which employed, employees earn either two or three weeks vacation each year. Sick Leave: Twelve working days sick leave are accumulated each year; credits are accumulated indefinitely.

AGENCY SHOP REQUIREMENTS – Some job classifications are in collective bargaining units, the employees of which are required to join a union or pay an equivalent service fee.

INSURANCE – Eligible employees may select health and/or dental plans which include Health Maintenance Organization (HMO) and Preferred Provider Organization (PPO) options for employees and dependents. A term life insurance policy is included with any health and/or dental plan enrollment.

RETIREMENT AND DEFERRED COMPENSATION - The County retirement program includes the benefits under the County Employees Retirement Law of 1937 and Social Security. A deferred compensation plan is available at the employee's option.

EMPLOYEE WELLNESS – The Employee Wellness Program is a countywide health promotion program designed to support and promote the health and well being of County employees. Programs include: quarterly Wellness Program newsletters, health screenings and assessments such as blood pressure and body composition analysis, health fairs, voluntary quarterly blood drives, fitness and wellness challenges, and special classes and seminars on a variety of health topics.

CREDIT UNION - Offers systematic savings and loans at low interest.

DRUG/SMOKE FREE WORKPLACE - Contra Costa County is a smoke-free workplace. It is also an objective of Contra Costa County to achieve a drug-free County workplace. Any applicant for County employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the laws of the State, the rules governing County employment and the special trust placed in its employees

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Martinez, CA 94553-1292

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 WILL NOT BE ACCEPTED.**

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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, which was obtained within the last twelve (12) months? If so, you must submit your certificate at the time of application.

   ☐ Yes
   ☐ No

Candidate's Signature: _____

Print your Name: _____

Date: _____