

# The City of Piedmont



*Announces an employment opportunity for  
Experienced/P.O.S.T. Certified*



## **PER-DIEM PUBLIC SAFETY DISPATCHER**

\$29.90 - \$37.07/per hour – No Benefits – On Call

*Join Our Team!*

### **THE CITY**

The City of Piedmont is a charter city of approximately 11,000 residents located in the beautiful Oakland Hills, overlooking the San Francisco Bay. The city, which is virtually built out, consists of established, high-quality single family homes on quiet tree-lined streets. Piedmont is centrally located within a few minutes from Oakland and San Francisco on the West and Concord and Walnut Creek on the East. Within Piedmont's 1.8 square-mile area there are five city parks and numerous landscaped areas which offer wooded paths, tennis courts, children's playgrounds and picnic facilities.

### **THE DEPARTMENT**

The department employs a total of 28 full-time employees, including the Chief; (1) Administrative Assistant; (1) Captain; (1) Support Services Manager; (4) Sergeants; (13) Officers; (5) Dispatchers; (2) Animal Control Officers; and (8) part-time employees. In addition, the department has Reserve Police Officers, Police Explorers and adult volunteers. The Piedmont Police Department is a participative and service oriented agency that prides itself on having a positive reputation achieved through training, integrity, pride, dedication and proven results.

### **THE POSITION**

This class performs dispatch and police office support duties that do not require performance by a sworn Police Officer. Responsibilities are centered on extensive contact with the public, in person and over the telephone, in both emergency and non-emergency situations to receive, transmit and provide factual information, forms and reports. The work involves coordinating interdepartmental activities within the City as well as with other agencies throughout the County. All activities must be performed within specified legal guidelines. Much of the work, particularly on off-shift hours, is performed independently, with only radio contact with sworn staff. This class is distinguished from other City office support classes in that the work requires knowledge of law enforcement and dispatching policies and procedures in addition to standard office support skills.

*The ideal candidate will possess the following qualifications:*

#### **Knowledge of:**

- Basic functions, principles and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Applicable regulations, policies and statutes to the dispatcher function.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.

**Ability to:**

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Work independently for extended shifts.
- Memorize codes, names, street locations and other information.
- Interpret, apply and explain policies, procedures and regulations.
- Attend to multiple activities simultaneously.
- Obtain necessary information from individuals in stressful or emergency situations.
- Make sound, independent decisions within established policy and procedural guidelines.
- Compile and summarize information to prepare clear and accurate reports in a timely manner.
- Maintain accurate records and files.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**EDUCATION AND EXPERIENCE**

**Must have experience as a public safety dispatcher and be P.O.S.T. certified.** Equivalent to graduation from high school and must be able to type a minimum of 35 words per minute.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office and law enforcement communications equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office setting with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing program policies and procedures.

**WORKING CONDITIONS**

Must pass a detailed background investigation, including polygraph and psychological testing, and a medical exam. Must be available to work holidays, weekends and off-hours shifts; may be required to work for extended shifts in relief or emergency situations.

**To Apply**

**To be considered for this employment opportunity, a city employment application** must be delivered to City of Piedmont, Attn: Human Resources, 120 Vista Avenue, Piedmont, CA 94611. The application is available on our human resources page @ [www.ci.piedmont.ca.us](http://www.ci.piedmont.ca.us) or call 510-420-3047. Postmarks, e-mails and faxes will not be accepted. Incomplete applications will not be accepted. **We are continuously recruiting in order to create a list of eligible candidates for this position. Applications will be reviewed upon receipt.**

We comply with EOE, AA and ADA. All applicants should alert the personnel officer in advance if any accommodation is necessary to perform the job function or test. Hire may be subject to passing a medical examination by a city physician, including a drug screen and TB testing, and to skill and agility tests. All offers of employment will be conditional upon satisfactory proof of applicant's authority to work in the U.S. as required by the Immigration Reform and Control Act.

*The information contained herein is subject to change and does not constitute either an expressed or implied contract*