



San Joaquin County Human Resources Division

JOB BULLETIN Communications Dispatcher I Job Bulletin #RP0101-0707-AC

[HR Home](#) | [Employment Opportunities](#) | [Salary Range](#) | [Civil Service Job Specs](#)

Open Competitive Examination

RP0101-0707-AC

SALARY: \$1367.20 to \$1660.80 bi-weekly (approximately \$2962-\$3598 per month)

FILING PERIOD: Continuous

TENTATIVE EXAMINATION DATE: TBA

This examination is being given to fill vacancies and to establish an eligible list in the Sheriff's Department. Resumes will not be accepted in lieu of an application. A completed application must be postmarked or received online by the final filing deadline.

TYPICAL DUTIES: The Communications Dispatcher I is primarily responsible for receiving emergency and service request telephone calls. Incumbents begin working in this classification performing communications dispatch work in a learning capacity. Incumbents are expected to work all phases of communications center duties as experience is gained. Employees may work rotating shifts on a twenty-four hour basis, seven days a week; receives, evaluates and prioritizes 911 calls for services; elicits information necessary to identify problem and evaluate the urgency and seriousness of the problem; determines the appropriate action; completes call form for dispatching purposes; operates a Computer Aided Dispatch (CAD) terminal to enter calls for service and to dispatch the appropriate units for the Sheriff's Department, other law enforcement agencies and fire districts which serve the San Joaquin County area; contacts ambulance companies to dispatch their emergency vehicles accordingly; ensures facility security through the operation of all entry and exit doors and sallyports for both the perimeter and interior jail zones; operates various office equipment including multi-channel computerized radio system and multi-line computerized telephone system; operate keyboards and computer terminals; assists callers in emergency situations by informing them of lifesaving procedures until help arrives; may perform general clerical duties as required.

MINIMUM QUALIFICATIONS:

NOTE: *Employment in the Sheriff's Department is contingent upon passing a background investigation.*

Experience: Six months performing journey level clerical work or operating multi-line

telephone or radio communications systems.

OR II

Education: Completion of 30 semester units from an accredited college or university.

OR III

Experience: One year of experience working in a law enforcement environment.

Knowledge of: Main geographical reference points in San Joaquin county; telephone etiquette and procedures; language mechanics, spelling and punctuation.

Ability to: Learn and perform the principles and techniques of radio communication; communicate clearly and effectively with members of the emergency response community and others; give clear and specific directions; elicit necessary information; evaluate urgency of calls and prioritize accordingly; work effectively under pressure; react quickly and calmly in placing and receiving calls of an emergency nature; remember numbers and names while dealing with other variables; work effectively in a fast paced multi-task environment; follow oral and written instructions; learn geography of San Joaquin County; respond to calls with courtesy, tact, and initiative, read maps; type and keyboard accurately at a reasonable rate of speed.; learn techniques of CPR and first aid.

Physical/Mental Requirements: These positions require the following: **Mobility:** constant operation of a keyboard; constant sitting for long periods; occasional walking, pushing/pulling; **Visual:** contact overall vision; constant color perception, constant eye-hand coordination; constant depth perception; constant reading/close-up work; frequent field of vision/peripheral; **Dexterity:** Constant repetitive motion; frequent reaching; **Hearing/Talking:** constant requirement to hear normal speech; constant hearing on telephone and radio; ability to hear faint sounds; constant talking on telephone/radio; **Emotional/Psychological:** constant emergency situations; frequent exposure to trauma, grief, and death; frequent public contact; frequent decision making; frequent concentration, frequent working weekends, nights and overtime.

THE EXAMINATION: Please see "[Selection Procedures](#)"

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