



# San Joaquin County Employment Opportunity

## **Communications Dispatcher I/II**

### Sheriff's Office

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#### **About the Position**

Communications Dispatchers are 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.

#### **About the Department**

The San Joaquin County Sheriff's Department Communication Dispatch Center provides service to San Joaquin County including two contract cities, the City of Lathrop and Mountain House. There are currently 871 total positions in the Sheriff's Department including 26 Communications Dispatcher I/II, 6 Communications Dispatcher III, 6 Communication Dispatcher IV and a Communications Dispatch Manager. Positions are located in French Camp at the Sheriff's Office. For more information about the San Joaquin County Sheriff's Department please visit their website at: [www.sjsheriff.org/](http://www.sjsheriff.org/)

#### **Mission Statement**

The San Joaquin County Sheriff's Department is dedicated to delivering quality service through the creation of partnerships with the people we serve. All members of this department will carry out their duties and responsibilities to such a manner as to afford dignity, respect and compassion to every individual with whom they come in contact. With community partnerships as our foundation, we are driven by goals to enhance the quality of life, investigating problems as well as incidents, seeking solutions, and fostering a sense of security in communities and individuals. We nurture public trust by holding ourselves to the highest standards of performance and ethics.

#### **Hiring Incentive Program**

The San Joaquin County Sheriff's Office will be offering a hiring incentive in the amount of \$10,000.00 (\$3,000 upon hire, \$3,000 after one year, \$4,000 after completions of 6th year of service). The department will award the cash incentive to any person who is hired for the position of Communications Dispatcher I/II within the timeframes this program is active and so approved by the San Joaquin County Board of Supervisors.

Additionally, a moving stipend reimbursement up to \$2,000.00 for any cost directly associated with relocating their primary residence as a result of gaining employment with this office is available.

Recruitment Announcement  
0820-RP0101-01  
0820-RP0102-01  
Equal Opportunity Employer

Human Resources  
44 N. San Joaquin Street  
Third Floor, Suite 330  
Stockton, California 95202  
Phone: (209) 468-3370

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# Make San Joaquin County your new home!

A land of beauty, recreation and natural riches-from the waters of the Delta to the vines of the wine, San Joaquin County has it all. San Joaquin County boasts seven cities and some of the finest opportunities in the state for boating, fishing, camping, history-gathering, or just plain fun in the sun. Each city, as well as the unincorporated county areas, offers a unique opportunity to enjoy natural California beauty and nature, or music, arts and culture. Whatever your interest, it can most likely be found in San Joaquin County.

## Arts, Culture, and Recreation

The arts and culture provide a much-needed respite from everyday worries and the Haggin Museum, San Joaquin County Historical Museum, and Stockton Children's Museum are popular spots.

The Stockton Symphony, San Joaquin County Ballet, and Stockton Civic Theater provide important experiences for children and adults. The multi-cultural community offers a diversity of views and opinions in its art and culture, providing a wealth of knowledge about past and present on canvas and stage.

Over 75 languages are spoken within the region and there is richness in the blending of cultures and ways that creates an air of celebration about individual customs, foods and cultures.

San Joaquin County government provides nine community parks for boating, camping, and picnicking, swimming and organized sports. Annual family events include the Asparagus Festival, attended by thousands of fun-seekers from the County and beyond.

Individual cities and communities provide a host of other opportunities, from Lodi Lake Park and Nature Area to the Woodbridge Ecological Reserve. The County-owned and operated Micke Grove Park offers a zoo, rides and a historical museum to delight both children and adults. The San Joaquin Delta is one of the area's best kept secrets and offers some of the best boating in the state: more than 1,000 miles of waterways stretching from the Stockton Harbor to north of Sacramento and offering access to the San Francisco Bay.

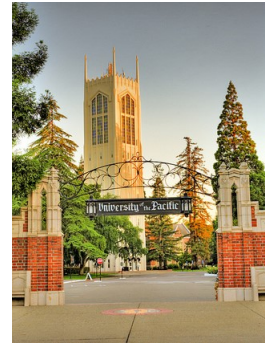


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## Education

From preschool to higher education, the County has it covered with an abundant array of public or private opportunities to learn and grow. The University of the Pacific, California State University, Stanislaus-Stockton Center, Humphreys College and Law School, National University, and the San Joaquin Delta Community College offer a wide variety of choices for educational opportunities. The County's 17 school districts provide families with a wide choice for children's educational development.



## Agriculture

The county is one of the most agriculturally rich regions in California. Grapes are the leading commodity, with 98,000 bearing acres, much of that in wine grapes. Over 85 wineries within the Lodi Appellation offer opportunities for tasting and special events.

Almonds, walnuts, tomatoes and cherries round out the top crops, with an abundance of other produce. Weekly farmers markets throughout the county offer a cornucopia of fresh fruit and vegetables. Fruit stands and pick-your-own produce farms dot the countryside.

## Housing

Housing is plentiful in San Joaquin County and is affordable when compared to other nearby areas.

Housing ranges from new developments to historic homes found mostly in central Stockton and downtown Lodi. San Joaquin County is a place where families can grow, learn, and experience the nature and beauty of the California landscape while benefiting from the unique opportunities - cultural, recreational, and educational - that the area provides.

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# Communications Dispatcher I/II

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## Communications Dispatcher I Typical Duties

- 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.

## Communications Dispatcher II Typical Duties

- Receives and acknowledges calls on radio equipment and phones; screens incoming calls to elicit information necessary to identify problem, to evaluate the urgency and seriousness of the problem and to determine the appropriate action.
- Receives and processes requests for information from units; obtains information using data entry equipment, communications equipment or card files and relays information back to units.
- Dispatches vehicles in response to requests; identifies the most available unit or units which can be contacted; contacts mobile units and directs them to location and person.
- Contacts ambulances, fire departments and other agencies to dispatch vehicles in emergency situations.
- Monitors and logs status and location of each mobile unit.
- Operates CRT terminal to maintain communications log and transmit information to local, state and national law enforcement communications system.
- Does general clerical work; updates fire dispatch run card files.

## Wellness

San Joaquin County is dedicated to providing its employees with a great benefit package and is interested in their overall well-being. Through our SJC Engage wellness program, San Joaquin County employees and eligible dependents are offered support in the way of various workshops, courses, and programs in areas such as Physical and Mental Wellness, Professional Wellness, and Financial Wellness. Employees also enjoy special employee pricing through Perks at Work.

For additional information regarding the wellness program, please click to visit the [SJC Engage website](#)



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## Compensation and Benefits

Approximate Monthly Base Salary:

### Communications Dispatcher I

**\$3,689-\$4,484**

### Communications Dispatcher II

**\$4,332-\$5,266**

In addition to the base salary, the County offers an excellent benefits plan which includes a county contribution to health insurance, dental and vision insurance plans. Other benefits also offered by the County include:

- 1937 Act defined benefit retirement plan with reciprocity with CalPERS
- 10 days of vacation leave a year (15 days after three years, 20 days after 10 years, 23 days after 20 years)
- 12 days of sick leave annually with unlimited accumulation
- 14 paid holidays per year
- Life insurance up to \$10,000.
- 125 Flex Benefits Plan
- Educational Reimbursement Program

**Application and Selection** The competitive process includes submittal of a completed San Joaquin County Employment application and Supplemental Questionnaire. Resumes will not be accepted in lieu of a complete application package. Qualified candidates will be invited to participate in a written exam or board interviews. Those that pass the exam or interview will be forwarded to the Sheriff's Office for hiring consideration. To apply, submit a completed application and supplemental questionnaire on or before the

**Final Filing Date: August 28, 2020**

To apply, visit the recruitment announcement [page](#) or scan this QR code.

## Minimum Qualifications

### Communications Dispatcher I/II Requires

#### Either I

**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.

### Communications Dispatcher II also Requires

**Certificate:** Possession of a valid POST "Public Safety Dispatcher" Certificate.

Note: Candidates must be able to successfully pass a background investigation conducted by the Sheriff's Office to be considered for this position. Background requires attending an orientation, submitting a personal history statement and drug screening.



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