



**COUNTY OF SONOMA (CA)  
INVITES APPLICATIONS FOR THE POSITION OF:**

**Sheriff's Communications Dispatcher II**

*An Equal Opportunity Employer*

**SALARY**

\$28.64 - \$34.81 Hourly    \$2,299.04 - \$2,794.33 Biweekly    \$4,981.26 - \$6,054.39 Monthly  
\$59,775.12 - \$72,652.65 Annually

**OPENING DATE:** 02/22/18

**CLOSING DATE:** Continuous

**THE POSITION**

**The Sheriff's Office seeks experienced, emergency law enforcement dispatchers. Come to beautiful Sonoma County and become a Communication Dispatcher II!**



**In addition to starting salary up to \$34.81/Hr.\* (\$72,652/Yr.), approximately \$600/Mo., and opportunities for shift differential pay, this position offers a generous benefits package that includes wellness and professional development funds. Candidates with English/Spanish bilingual skills are encouraged to apply!**

In the Sonoma County Sheriff's Office, Communications Dispatcher II's receive requests for assistance from law enforcement personnel and the public. They dispatch, coordinate, and direct emergency manpower and equipment as needed, and perform related filing and record keeping duties. In our 24/7 environment, Dispatcher's must have the flexibility to work all shifts (day, swing, grave), and overtime is required.

This full, working-level position in the Dispatcher job series is for individuals who have completed a year of law enforcement, emergency dispatch experience with a city, county, state, or federal agency. ***Possession of a California Commission of Peace Officer Standards and Training (POST) Public Safety Dispatcher's Certificate is highly desired.***

**Working in the Sonoma County Sheriff's Office as a Dispatcher**

Serving the community since 1850, the Sheriff's Office employs over 650 employees to protect and secure the half-million residents within the 1,768 square miles of Sonoma County. Supporting safety and emergency situations is an exciting and challenging opportunity for the type of person that thrives in a fast paced environment. You can be confident that a career with the Sonoma County Sheriff's Office will be anything but monotonous.

Being a Dispatcher can be demanding, but for those who have the fortitude and passion for this work, you will be rewarded with camaraderie, the ability to help others during the times when they most need the support, and get to have the satisfying feeling that comes from hearing your colleagues confirm, "We have the suspect in custody." To learn more about this assignment, and how we serve the community, please visit the [Sonoma County Sheriff's Office website](http://www.sonomacountysheriff.com).

## **Choose Sonoma County**

We offer expansive opportunities for growth and development, the ability to be a part of a challenging and rewarding work environment that provides continuous training and education, and the satisfaction of knowing that you are working to better our communities. You can also look forward to some excellent benefits\*, including:

- A cash allowance of approximately \$600 per month for full-time positions
- An annual Staff Development/Wellness Benefit allowance up to \$850
- Bilingual premium pay of \$0.95 cents per hour in addition to the hourly pay rate for bilingual assignments
- Differential pay for evening and night shifts, ranging from 5.0% to 10.0%
- Onsite workout facilities
- Competitive vacation and sick leave accruals, 11 holidays per year
- Significant County paid premium contribution to several health plan options
- County contribution to a Health Reimbursement Arrangement to help fund post-retirement employee health insurance/benefits
- Retirement is fully integrated with Social Security. With the recent pension reform, new employees as defined and eligible will receive a 2.5% at 67 formula, or for those individuals who meet certain criteria, including establishing reciprocity eligibility pursuant to PEPR, will receive 3% at 60

\*Salary is negotiable. Benefits described herein do not represent a contract and may be changed without notice. Additional information can found in the [Sonoma County Law Enforcement Association's Memorandum Of Understanding \(SCLFA MOU\)](#). Bilingual positions require English and Spanish skills at either the basic (conversational) or fluent (reading, writing, and conversational) level. A bilingual examination will be conducted prior to employment to confirm level of skill. The bilingual premium pay begins upon the assignment of a bilingual caseload.

When you join the County of Sonoma, you'll have the freedom to explore the beauty of our county - its picturesque coastline, majestic redwoods, historic towns, fine dining, award winning wineries, and a wide variety of entertainment and cultural activities. Please visit [www.sonomacountyconnections.org](http://www.sonomacountyconnections.org) and [www.santarosachamber.com](http://www.santarosachamber.com) for additional information about the community.

The Civil Service title for this position is Communications Dispatcher II.

### **APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.**

#### **MINIMUM QUALIFICATIONS**

**Education and Experience:** Any combination of education, training, and experience which would likely provide the required knowledge and abilities. Normally, this would include graduation from high school or possession of a G.E.D, and one year of dispatch experience in a law enforcement setting comparable to Communications Dispatcher I.

**Special requirement:** Within one year of employment, and as a condition of probation, employees in this classification must obtain a P.O.S.T. Public Safety Dispatcher's Certificate, as awarded by the State of California, Commission on Police Officers Standards and Training (P.O.S.T.).

**Special skill requirement:** This classification requires the ability to type at a corrected speed of 45 words per minute.

**License:** Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

#### **KNOWLEDGE, SKILLS, AND ABILITIES**

**Working knowledge of:** streets, roads, major buildings, and geography of Sonoma County; functions of the Sheriff's Office and other public safety agencies; applicable rules, regulations, and procedures including those of the Federal Communications Commission and their application; communications equipment; data entry techniques and computer operations; techniques for effectively working with members of various ages, ethnicities, and socio-economic groups; standard office practices and procedures, including filing and the operation of standard office equipment.

**Ability to:** accurately dispatch, coordinate and direct public safety equipment and personnel; speak clearly and concisely in English; operate communications equipment; operate a keyboard; react quickly, efficiently and calmly in an emergency situation, and to adopt an effective course of action; handle inquiries from the public in a courteous and effective manner; interpret rules and regulations to others; understand and follow complex written and oral instructions; keep records; and work shift schedule, including nights, weekends, and holidays.

### **SELECTION PROCEDURE & SOME HELPFUL TIPS WHEN APPLYING**

- Your application information and your responses to the supplemental questions are evaluated and taken into consideration throughout the entire selection process.
- You should list all employers and positions held within the last ten years in the work history section of your application and should be as thorough as possible when responding to the supplemental questions.
- You may include history beyond ten years if related to the position for which you are applying. If you held multiple positions with one employer, list out each position separately.
- Failure to follow these instructions may impact your competitiveness in this process or may result in disqualification.

Please visit [Getting-a-Job](#) with the County of Sonoma to review more detailed information about the hiring process, including the application process, examination steps, and department selection process.

### **APPLICATION SUBMISSIONS REQUIRE THE SUPPLEMENTAL QUESTIONNAIRE BE COMPLETED.**

The selection procedure will consist of the following examination:

An **Application and Supplemental Questionnaire Appraisal (Weight 100%)**. Each application and supplemental questionnaire will be thoroughly evaluated for satisfaction of minimum qualifications and relevance of educational coursework, training, experience, knowledge, and abilities that relate to this position. Candidates possessing the most appropriate job-related qualifications will be placed on an employment list and referred to the department for selection interviews.

### **BACKGROUND PROCESS**

Being part of the Sheriff's Office and being expected to keep the public safe requires a thorough background investigation process. This process includes an assessment of prior work history, verifying educational experiences, court reports, public records searches, understanding past patterns relating to drug usage, financial patterns, etc. This entails gathering a significant amount of information from job candidates and speaking to former employers, friends, family members, etc. Polygraphs, drug tests, and medical, and physical examinations are also part of this process. Candidates must be honest and forthcoming about information that may arise during the background process. Deception during any portion of this process is grounds for disqualification, even after employment. This process can take anywhere from 3-5 months. Many factors are taken into consideration and one should not assume a credit issue or prior drug use is automatically disqualifying. Candidates will be given the opportunity to present mitigating information they feel should be considered. You are encouraged to be as responsive as possible while this process is taking place to help expedite the timeline, and we encourage you to stay patient and interested in this great career opportunity while this process is taking place.

You may also review the [Job Classification Screening Schedule](#) to determine the requirements for this position.

Please read the [Sheriff's Office Pre-Employment Drug Use Guidelines](#) for further information.

### **HOW TO APPLY**

Applications are accepted on-line at: [www.yourpath2sonomacounty.org](http://www.yourpath2sonomacounty.org). Paper applications may be submitted by person, fax (707-565-3770), email, or through the mail. All applications and appropriate supplemental information as outlined in the job bulletin must be RECEIVED by the time and date specified on the first page of this job announcement. Continuous recruitments may close without notice at any time that a sufficient number of qualified applications have been received. Applications received after the recruitment closes will not be accepted.

The County of Sonoma prioritizes and is committed to continuously providing a workplace where equal employment opportunity is afforded to all people. Please view the County's [Equal Employment Opportunity Policy](#) for further information.

HR Analyst: CG  
HR Technician: RR

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:  
<http://www.yourpath2sonomacounty.org>  
OR  
575 Administration Drive, Suite 116B,  
Santa Rosa, CA 95403

EXAM #18/02-1692-OC  
SHERIFF'S COMMUNICATIONS DISPATCHER II  
CG

### **Sheriff's Communications Dispatcher II Supplemental Questionnaire**

- \* 1. Please indicate if you would also be interested in future part-time or extra-help (temporary, intermittent, or seasonal employment) positions should they become available. Check all that apply.
  - I would also like to be considered for future part-time positions.
  - I would also like to be considered for future extra-help positions.
  - I am only interested in full-time positions.
- \* 2. Please indicate if you are interested in bilingual positions, and your level of proficiency.
  - Yes, I have basic (conversational) English/Spanish bilingual skills
  - Yes, I have fluent (reading, writing, and conversational) English/Spanish bilingual skills
  - No, I do not have English/Spanish bilingual skills, and/or I do not wish to be considered for a bilingual position
- \* 3. Are you a high school graduate or do you have a GED?
  - Yes     No
- \* 4. Are you willing to work any shift assignments, including evenings, nights, weekends, and holidays?
  - Yes     No
- \* 5. Are you willing to undergo a thorough background investigation, which may include a review of criminal employment, education, driving, and credit records, and an inquiry into your personal and social history, including any use of drugs and alcohol?
  - Yes     No
- \* 6. Are you willing to undergo polygraph, psychological, physical abilities, and medical examinations?

Yes  No

- \* 7. Do you possess a California Commission of Peace Officer Standards and Training (POST) Public Safety Dispatcher's Certificate?

Yes  No

- \* 8. Do you possess a year of law enforcement, emergency dispatch experience?

Yes  No

- \* 9. Please describe your law enforcement, emergency dispatch experience and include:

- A list of your relevant certifications, other than the POST certification mentioned above
- Job title(s), employing agency name, and date of employment (mm/yy - mm/yy)
- Estimated average number of emergency calls handled in an 8-hour shift
- Estimated average number of non-emergency calls handled in an 8-hour shift
- Number of units you were responsible for

- \* 10. How did you first learn about this opportunity?

- 9-1-1magazine.com
- Alliance for Innovation
- Association of Public-Safety Communications Officials (APCO)
- CalJobs
- CareerBuilder
- Careersingovernment.com
- College or University
- Craigslist
- Craigslist Sacramento
- Employee of Sonoma County
- Facebook
- GovernmentJobs.com
- Hispanic Chamber of Commerce of Sonoma County
- Indeed
- Job Fair
- La Voz
- Latino Service Providers
- Minority Organization or Group
- Monster
- NENA.org
- NIXLE
- POST
- PORAC
- Press Democrat
- sonoma-county.org/www.yourpath2sonomacounty.org
- Sonoma County Human Resources Office
- Sonoma County Job Line
- Twitter
- Veterans Services Office
- Women's Organization or Group
- Other Internet Site
- Other Publication

- \* Required Question