



COUNTY OF LOS ANGELES
SHERIFF'S DEPARTMENT
OPEN COMPETITIVE JOB OPPORTUNITY



Bulletin No. 770-2657

Posting Date: September 19, 2008

JOB TITLE	<u>PUBLIC RESPONSE DISPATCHER I</u>
EXAM NUMBER	J2450D
FILING DATES	September 22, 2008 until needs are met
SALARY	\$3,110.09 - \$4,066.18 MONTHLY \$3,202.27 - \$4,187.82 MONTHLY Effective 1/1/09
POSITION INFORMATION	Positions allocable to this class receive training and practical experience, under immediate supervision, in receiving and responding to calls for emergency and non-emergency assistance and in dispatching law enforcement, fire fighting, or rescue units via the operation of the Computer Assisted Dispatch (CAD) system.
ESSENTIAL JOB FUNCTIONS	<p>Transmits and receives coded and conventional messages to and from Sheriff stations and administrative, investigative, and patrol units via voice, digital, and video communication links.</p> <p>Differentiates between routine, priority, and emergency messages and initiates or follows through on responses or advises supervisory personnel as required.</p> <p>Evaluates, selects, and acts upon the most urgent multiple messages received from field units and re-establishes contact with bypassed units in order of apparent urgency.</p> <p>Expedites emergency radio traffic between stations and field units by coordinating assistance responses of personnel and equipment through the selection and utilization of communication channels that best meet the needs of the specific situation.</p> <p>Upon request of field units, selects, and interrogates nationwide criminal justice data banks using a keyboard and video screen to obtain information on warrants, driver history, missing persons, vehicles, firearms, and miscellaneous property.</p> <p>Analyzes the response for compatibility with the request and relays it to the requesting field unit.</p> <p>Enters unit responses and clearances into the Sheriff's Computer Aided Dispatch System.</p> <p>Operates computerized telephone equipment at the Sheriff's Communication Center, which enables the Sheriff's Communication Center to maintain cold line communications with all Sheriff's stations, public safety agencies, private safety agencies, and non-emergent agencies.</p> <p>Obtains information from alarm companies and sends incidents to the appropriate</p>

Sheriff's Department: Address: 101 Centre Plaza Drive, Monterey Park, CA 91754
24-Hour Job Line: (800)970-LIST; TTY Phone: (323) 260-5291

THE COUNTY OF LOS ANGELES IS AN ACTIVE EQUAL OPPORTUNITY EMPLOYER

MINIMUM REQUIREMENTS

sheriff's station; and obtains information for all County alarms and makes proper notifications.

Broadcasts information over radio or telephone lines using the proper dispatcher terminology.

Graduation from high school or its equivalent.*

Typewriting Skills: Ability to type at the rate of 25 net words per minute.

Physical Class: 2 - Light:

Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

Special Requirement Information: * To qualify, applicants **must** attach a **photocopy of the diploma or its equivalent at the time of filing.**

To determine if the diploma or its equivalent is equivalent to those of U.S. high schools, the foreign transcripts must be evaluated by one of the approved organizations listed on the State of California's Commission on Teacher Credentialing website, www.ctc.ca.gov/credentials/leaflets/cl635 or the National Association of Credential Evaluation Services, [www.naces.org/current members](http://www.naces.org/current_members). These organizations are private enterprises who charge a fee for their services.

Successful completion of the mandatory Department sponsored in-service POST Public Safety Dispatcher Course and the Sheriff's Communication Center Public Response Dispatcher Training program are required prior to final appointment.

SPECIAL INFORMATION

Shift: Any Shift

Appointees must be willing to work any shift, including evenings, nights, weekends, and holidays.

SUCCESSFUL CANDIDATES MUST COMPLETE A THOROUGH BACKGROUND INVESTIGATION, INCLUDING A FINGERPRINT SEARCH. Examples of disqualifying factors include: Any felony convictions; job related misdemeanor convictions; certain serious traffic convictions or patterns of traffic violations (3 moving violations in one year; failure to appear; at fault accidents; suspended license; driving under the influence); poor credit history; substance abuse; anyone on probation.

VACANCY INFORMATION

The eligible register resulting from this examination will be used to fill vacancies at the Los Angeles County Sheriff's Department, Technical Services Division, Communications and Fleet Management Bureau.

EXAMINATION CONTENT

This examination will consist of three (3) parts:

Part I: An Entry Level Dispatcher Selection Battery written test which will evaluate verbal, reasoning, memory, and perceptual abilities weighted 40%.

The Entry Level Dispatcher Selection Battery written examination has been developed and validated by the Commission of Peace Officer Standards and Training (P.O.S.T). Individuals that have taken the P.O.S.T Certified written examination within the last year may submit their examination score for verification, in lieu of taking this written examination.

If you have taken and passed the written test for Public Response Dispatcher I, Exam# J2450C within the last twelve (12) months, your written test score from that examination may be transferred to this examination. To transfer your score, please advise the Professional Examinations Unit, IN WRITING, AT THE TIME OF FILING. If you wish to retake rather than transfer your score,

THE LATEST WRITTEN TEST SCORE WILL APPLY. Unsuccessful candidates will automatically have their scores transferred if they took the test within the last twelve (12) months.

Study guides are available to help candidates prepare for the written test. Copies may be obtained from our employment office at the University Centre Building, Professional Examinations Unit, 101 Centre Plaza Drive, Monterey Park, CA 91754. Copies may also be downloaded from the California P.O.S.T. website: <http://www.post.ca.gov/selection/#applicants>.

Once on the California POST website, look under the Public Safety Dispatcher section, click Entry Level Examinee Guide for a PDF version.

Only those candidates who pass the written test with a score of 70% or higher will proceed to Part II.

Part II: A qualifying performance typing test of 25 net words per minute will be administered to candidates who have not held a typing position in the service of the County of Los Angeles. Candidates will be allowed two (2) opportunities to pass the typing test. Candidates who currently hold or have held a typing position in the service of the County of Los Angeles within the last 5 years or who have successfully taken the Los Angeles County typing performance test at 25 net words per minute administered by a County department are not required to take the typing test. Applicants must attach a copy of their typing certificate to their application **at the time of filing. Only certificates issued within the last five (5) years by a Los Angeles County Department and the Department of Human Resources will be accepted.**

Applicants who do not pass their typing test will be allowed one additional opportunity. You must keep your scheduled appointment. Applicants who fail to appear for the additional scheduled performance typing test, **will not** be allowed to reschedule a make up test, and the original score will be the final typing score. Only those candidates who pass the typing test will be scheduled to participate in **Part III.**

THE WRITTEN AND PERFORMANCE TYPING TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19.

Part III: An interview covering general knowledge, skills, abilities, and personal characteristics relevant to the performance of duties weighted 60%.

If you have taken and passed the oral interview for Public Response Dispatcher I, Exam# J2450C within the last twelve (12) months, your interview score from that examination may be transferred to this examination. To transfer your score, please advise the Professional Examinations Unit, IN WRITING, AT THE TIME OF FILING. If you wish to retake rather than transfer your score, THE LATEST INTERVIEW TEST SCORE WILL APPLY. Unsuccessful candidates will automatically have their interview scores transferred if they took the interview within the last twelve (12) months.

Candidates must achieve a passing score of 70% or higher on each weighted part of the examination in order to be placed on the eligible register.

The names of candidates receiving a passing grade in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the promulgation date.

No person may compete in this examination more than once every twelve (12) months.

**ELIGIBILITY
INFORMATION**

*** IMPORTANT INFORMATION ***

**APPLICATION
INFORMATION**

All applicants are required to submit a Standard Los Angeles County Employment Application which must be submitted either online, in person, or by mail beginning on **Monday, September 22, 2008**. You have the option of filing your application either hard copy submission **-OR-** Online (via electronic submission). **Please select only one method to file your application.**

THIS EXAMINATION WILL REMAIN OPEN UNTIL THE NEEDS OF THE SERVICE ARE MET AND IS SUBJECT TO CLOSURE AT ANY TIME.

Instructions for Filing Online: A Standard County Employment Application for this examination can be completed Online and submitted electronically. Applications electronically received after 4:30 p.m. PST on the last day of filing will not be accepted. To apply online, click on the link below the filing address.

Applicants who apply Online, must either upload required documents as attachments during application submission or fax a photocopy of the required documents to (323) 415-2580 within five (5) business days of filing Online or by 4:30 p.m. on the last day of filing, whichever comes first. Please include your name, the exam number, and the exam title on faxed documents.

Instructions for Hard Copy Submission: A Standard County Employment Application is available at the filing location below or may be downloaded from <http://easier.co.la.ca.us/JobInfo/empapp.pdf>.

Applications filed at any other County location will not be accepted if they are not received at the below location by the last day of filing. Facsimiles of the application will not be accepted. For further information concerning this examination, please call Personnel Administration, Professional Examinations Unit at (323) 526-5611, TTY (323) 260-5291 or (323) 267-6669.

The acceptance of your application will depend on whether you have clearly shown that you meet the **Minimum Requirements**. Of particular interest will be the breadth and length of experience in the areas covered under "Minimum Requirements". Please be sure your application shows complete information, including dates for education and jobs held which relate to this position. In the space provided for education include the names and addresses of schools/colleges attended, titles of courses completed, dates completed and number of credits/units earned, degree(s) earned, dates completed and specialized field of study. For each job held, give the name and address of your employer, your job title, beginning and ending dates, description of work performed and salary earned. Attach an additional page(s) to your application, if necessary, to describe fully your related education and experience. All information supplied by applicants is subject to verification. Applications may be rejected at any stage of the selection process.

Submit completed application and any required supplemental (if any) in person or by U.S. Mail to the following address:

Sheriff's Department
University Centre Building, Professional Examinations Unit
101 Centre Plaza Drive
Monterey Park, CA 91754
(323) 526-5611

On-Line Filing: To file On-Line,
https://easier.co.la.ca.us/easier/Applicant/applicant_logon.cfm?exid=1415.

**DISABILITY
ACCOMMODATIONS**

Americans with Disabilities Act of 1990: All positions are open to qualified men and women. Pursuant to the Americans with Disabilities Act of 1990, persons with disabilities who believe they need reasonable accommodation, or help in order to apply for a position, may contact the ADA coordinator at (323) 526-5671.

Contact the Coordinator of Personnel Services for Disabled Persons by calling (323) 526-5671. Hearing impaired applicants with telephone teletype equipment may leave messages by calling (323) 260-5291 or (323) 267-6669 . The County will attempt to meet reasonable accommodation requests whenever possible.

**AN EQUAL
OPPORTUNITY
EMPLOYER**

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

**CHILD SUPPORT
COMPLIANCE**

Los Angeles County Child Support Compliance Program: In an effort to improve compliance with court-ordered child, family and spousal support obligations, certain employment and identification information (i.e., name, address, Social Security number and date of hire) is regularly reported to the State Directory of New Hires which may assist in locating persons who owe these obligations. Family Code Section 17512 permits under certain circumstances for additional employment and identifying information to be requested. Applicants will not be disqualified from employment based on this information.

**VETERAN'S
CREDIT**

VETERANS' PREFERENCE CREDIT of 10 points will be added to the final passing grade in any open competitive examination if you are an honorably discharged veteran who served in the Armed Forces of the United States:

- During a declared war; or
- During the period April 28, 1952 through July 1, 1955; or
- For more than 180 consecutive days, other than for training, any part of which occurred after January 31, 1955, and before October 15, 1976; or
- In a campaign or expedition for which a campaign medal or expeditionary medal has been authorized and awarded.

This also applies to the spouse of such person who, while engaged in such service was wounded, disabled or crippled and thereby permanently prevented from engaging in any remunerative occupation, and also to the widow or widower of any such person who died or was killed while in such service. A DD214, Certificate of Discharge or Separation from Active Duty, or other official documents issued by the branch of service are required as verification of eligibility for Veterans' preference. If you are unable to provide any documentation at the time of filing, the 10 points will be withheld until such time as it is provided.

**EMPLOYMENT
ELIGIBILITY
INFORMATION**

Employment Eligibility Information: Final appointment is contingent upon verification of U.S. citizenship or the right to work in the United States. Immigration law provides that **all** persons hired after November 6, 1986, are required to present original documents to the County, **within three (3) business days** of hiring, which show satisfactory proof of: 1) identity and 2) U.S. employment eligibility.

**RECORD OF
CONVICTIONS**

A full disclosure of all convictions is required. Failure to disclose convictions will result in disqualification. Not all convictions constitute an automatic bar to employment. Factors such as your age at the time of the offense(s), and the recency of offense(s) will be taken into account, as well as the relationship between the offense(s) and the job(s) for which you apply. However, any applicant for County employment who has been convicted of workers' compensation fraud is automatically barred from employment with the County of Los Angeles (County Code Section 5.12.110). **ANY CONVICTIONS OR COURT RECORDS WHICH ARE EXEMPTED BY A VALID COURT ORDER DO NOT HAVE TO BE INCLUDED.**

**SOCIAL SECURITY
ACT OF 2004**

Section 419 (c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. The County of Los Angeles does not participate in the Social Security System. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website www.socialsecurity.gov, or call toll free 1-800-772-1213. Persons who are deaf or hard of hearing may call the TTY number 1-800-325-0778 or contact a local Social Security office.