

911 Public Safety Dispatcher I/II

(Full-time, non-exempt)



THE POSITION

An exciting opportunity for those who want to make a difference in their community!

YECA is seeking talented professionals who are customer-service focused and eager to work in a fast-paced environment serving in a critical role as a Public Safety Dispatcher. Public Safety Dispatchers perform a variety of specialized duties to include the processing and evaluating 911 calls and other emergency and non-emergency requests for Police, Fire, and Medical assistance.

THE AGENCY

The Yolo Emergency Communications Agency (YECA) was established in 1988 to provide public safety dispatch services for Police, Fire, Animal Control, Public Works and other local government functions, serving the County Sheriff, 3 City Police Departments, and 18 Fire Agencies.

THE IDEAL CANDIDATE

The ideal candidate will:

- » React quickly, efficiently, and calmly in an emergency situation
- » Speak and write clearly and concisely
- » Able to follow oral and written instructions
- » Memorize names and locations of highways, streets, and buildings
- » Effectively communicate with public safety personnel and the public
- » Ability to work any shift in a 24-hour period, holidays, and weekends
- » Motivated to serve the community and help others

REQUIREMENTS

This is an entry level position requiring the ability to type 35 words per minute. A typing certificate at time of application is not required. Additional requirements include equivalent to graduation from high school (twelfth grade) and one (1) year of working in a customer service work environment. Experience working with the public may be substituted for customer service experience.

*To learn more about this position and our dedicated team of professionals, please visit
Yolo 911 Emergency Dispatch's website: www.yolo911.org*

SALARY

In addition to a generous benefits packet, the salary is as follows:

- » Dispatcher II: **\$29.13 - \$33.29** per hour (after training has been completed)
- » Dispatcher I: **\$22.39 - \$25.21** per hour (during training)
- » Dispatcher I's are eligible for promotion to Dispatcher II after completion of a 24-month training program.

BENEFITS

- » A Cafeteria Plan for Medical, Dental, and Vision
- » Retirement Pension: Classic CalPERS Misc. 2% @ 55 or PEPR 2% @ 62
- » Shift, Holiday, Sick, and Bilingual Pay
- » Floating Holidays: 16 hours per year
- » Vacation accrual: 80 - 168 hours per year with Agency service
- » Sick Leave: 96 hours per year
- » Dedicated one-on-one training for success
- » Team environment with dedicated management



APPLICATION AND SELECTION PROCEDURE

This recruitment is open until May 20, 2021 at 5:00 PM PST. To be considered for this exceptional career opportunity, submit your application.

Please apply directly at: <https://www.governmentjobs.com/careers/CPSHRRS/jobs/3030537/911-public-safety-dispatcher-i-ii>

Those applicants who meet the minimum qualifications will be invited for further examination, which may include a written exam and interviews. Application materials will be screened in relation to the education and experience minimum requirements criteria.

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