



# CITY OF HUNTINGTON PARK EMPLOYMENT OPPORTUNITY



**COMMUNICATIONS OPERATOR**  
**\$5121 - \$5390 - \$5675 - \$5973 - \$6288/mo.**  
 (PROBATIONARY/CIVIL SERVICE)  
**Filing Deadline: CONTINUOUS FILING – FULL TIME**

## TO APPLY

Applications are available at City Hall, or may be downloaded at [www.hpca.gov](http://www.hpca.gov). A fully completed City application, resume and test score results of the P.O.S.T. Entry-Level Dispatch Selection Test Battery must be submitted to the Human Resources Division by the time indicated on the last day to file. **NO** emails, facsimiles or resumes will be accepted in lieu of a completed City application.

## THE SELECTION PROCESS

Candidates application will be evaluated based on education, present and past position duties and responsibilities and any additional factors presented that are relative to the position. The selection process will consist of an Oral Interview (50%), a Written Test (50%) and a Typing Test 30 WPM (Pass/Fail). Typing Certificates from an accredited institution accepted if issued within a year. Selected candidates will undergo a medical and drug/alcohol screening.

### EDUCATION/TRAINING:

Graduation from high school or attainment of GED (General Education Degree) or CHSPE (California High School Proficiency Examination); One (1) year of general clerical experience involving public contact and including or supplemented by the operation of telecommunication equipment.

A valid California Class C Driver's License and a satisfactory driving record.

Must obtain the P.O.S.T. Public Safety Dispatcher Certificate prior to the completion of the probationary period.

**QUALIFICATION:** Ability to speak Spanish highly desirable.

*Applicants with disabilities who may require special testing arrangements must contact the Human Resources Division prior to the final filing date at (323) 584-6227.*

*Provisions of this announcement do not constitute an expressed or implied contract. Any provisions contained in this announcement may be modified or revoked without notice.*

## THE POSITION

Under general supervision, the Communications Operator works closely with Police Officers. Communications Operators dispatch police units using a Computer Aided Dispatch System (CAD), take emergency and routine calls, exercise judgement in dispatching units and prioritizing calls, and provide information to police personnel regarding warrants, driving records and property, and performs other related work as required. **Must be available to rotate on all work shifts, including days, evenings and graveyard, weekends and holidays or unusual hours.** Applicants during their training will be required to attend a California Commission on Peace Officer Standards and Training (POST) Public Safety Dispatcher Course to obtain their certificate. We expect to find individuals who can remain calm, have a clear and controlled voice, think quickly and logically in emergency situations, can operate a computer keyboard by touch, handle multiple tasks simultaneously, learn quickly, and have a good memory.

### EXAMPLE OF DUTIES

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- Receives, identifies and accurately evaluates emergency and routine calls for police services, refers calls to other agencies and makes required notifications as appropriate.
- Maintains status of all equipment within the system as to location and availability, ensuring optimum coverage is achieved throughout the system;
- Determines appropriate employees, and equipment to be dispatched using radio and/or computerized systems;
- Relays, follows, repeats and remembers moderately complex oral and written instructions, information and directions;
- Uses established policies & procedures, independent judgment, common sense and reason to make rapid and accurate decisions to achieve an effective initial or alternate course of action;
- Performs multiple, routine and complex dispatch tasks simultaneously;
- Responds calmly and effectively in emergency and stress situations;
- Develops speed and accuracy in performing job duties & responsibilities, including operating radio consoles, computer terminals and associated communications equipment, performing minor maintenance as required;
- Studies, reviews, and trains in communications and Police Department operations to develop a complete and accurate concept and understanding of the nature of work;
- Effectively communicates and coordinates in a teamwork environment with co-workers, other agencies, departments and the public, exercising strong customer service and group dynamic skills;
- Possesses a high level of awareness to all police activity and effectively anticipates and plans for probable tasks which will require immediate action;
- Works with geography/street files and reads maps, manuals, notebooks, memorandums, policies & procedures and posted information;
- Monitors appropriate police, emergency radio systems;
- Monitors facility security and various alarm systems;
- Performs research and clerical work such as preparation of logs, reports, forms and update of information and files in a timely manner;
- Process, record and enter reports as required into various Law Enforcement and other related data bases;
- Trains new operators when required;
- May serve in the booking of prisoners when requested;
- Assumes responsibility for ensuring the duties of their position, that they are performed in a safe, and efficient manner;
- Performs other related duties as assigned or as the situation requires.

## BENEFITS

**RETIREMENT** - All authorized employees become members of the California Public Employees' Retirement System (CalPERS), which includes survivor continuance and conversion of unused sick leave.

### MISCELLANEOUS EMPLOYEES

**2% @ 60** – single highest yr., hired after 12/31/12 or after with less than a six-month break in service from another CalPERS agency. Employees currently pay 7% Employee Share of CalPERS.

**2% @ 62** – three yrs average, NEW to CalPERS hired after 1/1/13, and pay 7.25% of their salary towards this benefit.

**SOCIAL SECURITY** - The City does not participate in the Social Security program. All new employees are required to participate in Medicare. The City pays 1.45% and the employee contributes 1.45% into Medicare.

**LONGEVITY PLAN** – Longevity Plan pay for employees who have served a minimum of 20 yrs and 25 yrs of City service.

**UNIFORM ALLOWANCE** - \$500 yr.

**BOOT ALLOWANCE** - \$150 yr.

**VACATION** - 112-200 vacation hrs per yr dependent on length of time.

**HOLIDAYS** - 110 paid holiday hrs./year.

**SICK LEAVE** - 96 annual paid sick hrs.; half-unused sick buyback annually.

**MEDICAL/DENTAL PLAN** – Group medical programs under CalPERS Health Plan. City contributes up to Kaiser/L.A. Region for employees and dependents. City contributes fully towards a dental program for employee and dependents.

**MEDICAL OPT-OUT** - Eligible employees receive a taxable cash benefit of up to one-half (½) of the medical premium they would otherwise have been eligible for with proof of coverage for benefit waived.

**VISION PLAN** – City paid Vision Care Insurance.

**SPANISH PAY** - \$175.00/mo. To eligible employees

**FLEXIBLE SPENDING ACCOUNT** - Section 125 Plan - The City provides its employees with the option of participating in a Section 125 IRS Plan for Dependent Care and Medical costs.

**DEFERRED COMPENSATION PLAN** - Deferred Compensation plan available at employee's cost.

**LIFE INSURANCE** - \$100,000 paid life insurance; ability to purchase add'l ins.

**WELLNESS PLAN** - City paid Wellness Program.

**TUITION REIMBURSEMENT** - Education tuition reimbursement program is provided up to \$1,500 per year.

March 2023

Hours 7:00 a.m. to 5:30 p.m. M-TH • [www.hpca.gov](http://www.hpca.gov)

Human Resources • City of Huntington Park • 6550 Miles Ave., Huntington Park, CA 90255 • (323) 584-6237

An Equal Opportunity Employer