



## Communications Records Technician I/II-I

\$19.22 – \$23.36 per hour

*Continuous Recruitment*

### APPLICATION/SELECTION PROCEDURE

Applications may be obtained from the City of Suisun City, 701 Civic Center Blvd., Suisun City, CA 94585, or at [www.suisun.com](http://www.suisun.com) or 707-421-7300. Resumes will not be accepted in lieu of the City's official application form, but may accompany the application. All applications and resumes will be reviewed to select those applicants whose qualifications appear to most closely match the requirements of the position. A limited number of qualified applicants may be invited to participate in the subsequent phase(s) of the recruitment process which may include one or more of the following: written examination, performance examination, assessment exercises(s), oral interviews, and complete background checks. NOTE: Meeting the minimum qualifications does not guarantee advancement in the selection process.

### THE POSITION

Under supervision (Communications and Records Technician I) or general supervision (Communications and Records Technician II) performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency public safety assistance; dispatches appropriate units and coordinates response of emergency personnel; maintains, processes, and distributes police records; operates a variety of telecommunications equipment including radio, telephone, and CAD systems; and performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities

### ESSENTIAL JOB FUNCTIONS

*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, classifies, and prioritizes all incoming calls to the dispatch center including 911 calls and business line calls received from citizens requesting service or information; operates a variety of public safety communications equipment including 911 emergency telephone equipment, computer aided dispatch systems, and multi-channel radio systems; dispatches police and fire units and personnel.

Performs a variety of duties involved in police records operations including disseminating, maintaining confidentiality, evaluating, copying, and filing police records and reports; processes and distributes arrest reports to the District Attorney, juvenile probation offices, and courts in a timely manner; ensures that information is released in accordance with related laws and Police Department policies.

Evaluates response necessary as dictated by a given request for service; determines nature, location, and priority of calls; operates computer aided dispatch system to create calls for service within response criteria guidelines; assigns and dispatches appropriate police, fire, or other emergency vehicles, equipment, and personnel in accordance with policies and procedures; transfers calls to other appropriate agency in accordance with established procedures; obtains and dispatches other support services as necessary

**Qualifications** *The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Communications and Records Technician I**

#### **Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course within specified time period.

A typing certificate showing a minimum speed of 35 wpm from an accredited testing agency.

**Experience:** **Two years of increasingly responsible clerical experience that includes customer service in an environment with frequent interruptions.**

### **Communications and Records Technician II**

#### **Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course within specified time period.

**Experience:** **One year of experience comparable to that of a Communications and Records Technician I with the City of Suisun City.**

**License or Certificate:** Possession of, or ability to obtain, an appropriate, valid P.O.S.T. Dispatcher Certificate.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Office and emergency services dispatch center setting with extensive public contact; incumbents are required to work evening, night, weekend and holiday shifts; incumbents may be called back or held over to maintain staffing levels.

**Physical:** Primary functions require sufficient physical ability to work in an office and emergency dispatch center setting; stand or sit for prolonged periods of time; occasionally stoop, bend, kneel, crouch, reach, and twist; push, pull, lift, and/or carry light to moderate weights; operate office equipment including use of computer keyboard; requires a sense of touch, finger dexterity, and gripping with hands and fingers; ability to speak and hear to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

**BENEFITS:** The benefit package includes Public Employees Retirement System (PERS) 2% @ 55, individual selection of medical, vision and dental insurance options up to a set dollar amount; and employee life insurance. Employees covered by another insurance plan may be eligible for a cash payment up to \$300.00 per month in lieu of enrolling in the City's health plans. The City has also implemented an IRS Section 125 benefits plan for dependent care and health care reimbursement accounts. Employees currently receive 80 hours per year, 120 hours after five years, 144 hours after ten years, 160 hours after fifteen years and 184 hours after 19 years; 8 hours sick leave per month; and 11 paid holidays per year and two floating holidays. Suisun City does not participate in the Social Security System. In accordance with federal law, the City is required to withhold 1.45 % of gross salary for Medicare.

**COMPLIANCE WITH AMERICANS WITH DISABILITIES ACT (ADA):** With prior notice to the Personnel Department regarding testing or job performance modifications, the City will make reasonable accommodations for qualified applicants and employees with disabilities. Disabled individuals requiring accommodation during the application/hiring process should notify the personnel office.

**IMMIGRATION REFORM & CONTROL ACT:** In accordance with the Immigration Reform and Control Act of 1986, all potential employees will be required to provide proof of United States Citizenship or authorization to work in the United States. The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice.

The City of Suisun City is an Equal Opportunity Employer