

## BENEFITS PACKAGE INCLUDES:

**Retirement** benefits are provided by the Contra Costa County Employee's Retirement Association (CCCERA). Eligibility and compensation will be determined by CCCERA: 2%@55 for qualified "classic employees" and 2.5%@67 plan for PEPR.

**Health Care:** The District contributes 92% of monthly premiums for employee and dependent medical up to an established cap, and 100% for employee and dependent dental, vision and EAP.

**Life Insurances:** District-paid \$20,000 term life insurance.

**Vacation:** Starting at 14 hours per month

**Vacation Annual Cash-Out Option**

**Sick Leave:** 12 hours per month

### Section 125 Flexible Spending Accounts:

Voluntary employee contributions up to \$2,550 per year for health care and up to \$5,000 per year for dependent care.

**Retiree Medical:** The District contributes towards CalPERS medical insurance based on a vesting schedule for employee and eligible dependents.

*This is a represented union position.*

## APPLICATION AND SELECTION PROCESS

Candidates must apply online at [www.firedepartment.org](http://www.firedepartment.org). **No paper applications will be accepted.**

The following is the tentative recruitment schedule; and may be subject to change.

**September 29, 2017 (5 p.m.):** Filing Deadline

**October 18, 2017:** Oral Board Interviews

**Week of October 23, 2017:** Chief's Interview

**Mid-December to early January** Start Date

As part of the recruitment process, candidates who successfully complete the assessment process and receive an offer of employment will be required to successfully pass a medical examination, including drug screening, and a background check, including a credit check.



# Dispatch Supervisor

**Filing Deadline: September 22, 2017 (5 p.m.)**

\$9,726.29- \$12,486.64 Monthly \*  
\$116,715.48 - \$149,839.68 Annually\*

\*Depending on Qualifications

\*Monthly compensation includes FLSA, EMD, and Holiday pay

[Join our Team!](#)

The San Ramon Valley Fire Protection District and the San Ramon Police Department invite qualified applicants to apply for the position of **Dispatch Supervisor**. The 9-1-1 Communications Center provides a full array of public safety communications services for Police, Fire and EMS. The **Dispatch Supervisor** is responsible for overseeing the day-to-day operations and activities of the Communications Center.

Essential duties consist of, but are not limited to the following:

- Responsible for effective supervision, performance evaluation, and employee morale, as well as prioritization of work assignments and related activities. Facilitates a positive, interactive process to identify and address performance concerns.
- Supervises the day-to-day operations, activities, and personnel on an assigned shift to ensure overall operational readiness, including appropriate staffing levels and compliance with established guidelines, procedures, protocols, and policies.
- Ensures that Communications Center team members work together effectively to meet the needs of the community and the District, and deliver high quality professional services through work behaviors.
- Ensures operational readiness of equipment related to 9-1-1 emergency telephone system, user and affiliated agency radio systems, and the District's computer aided dispatch system (CAD). Ability to troubleshoot communication systems, analyze problems, and make referrals to appropriate sources of services.
- Dispatches fire, police, and medical personnel and equipment on both routine and emergency calls utilizing a computer aided dispatch system, multiple video display terminals, radio dispatching consoles and related equipment; evaluates the information provided by callers and creates CAD system events; provides pre-arrival and post-dispatch instructions to the caller and relays information to other jurisdictions; processes and prioritizes incoming calls; and assists dispatchers with difficult and complex calls.
- Provides operational support for police, fire, and medical operations; facilitation of outside agency assistance and mutual requests; enters, updates, and retrieves information from teletype networks relation to wanted persons, stolen property, vehicle registration, stolen vehicles, handle tow requests and other information.



**IDEAL CANDIDATE**

The successful candidate will possess the **knowledge, skills and abilities** to:

**Emergency Communications Administration and Management:**

Knowledge of a 24-hour emergency communications center, including familiarity with, public safety functions and concerns and of the public safety communications environment, demands, requirements, regulations, and systems; fire, police, medical call processing protocols, dispatching and emergency procedures.

**Supervision:** Knowledge of collaborative leadership techniques, principles and procedures to assign work, schedule, supervise, train and evaluate staff performance.

**Customer Service:** Knowledge of principles and processes for providing high level customer service.

**Geography:** Knowledge of primary roads, streets, highways, major buildings, public facilities, jurisdictional boundaries, thoroughfares, landmarks, public buildings, waterways; and resources available to determine the location of incidents in the District and surrounding jurisdictions.

**Technology:** Knowledge of modern information technology, telecommunications equipment, CAD systems, personal com-

puter operating systems and software applications, particularly Windows.

**Judgment and Decision Making:** Use logic and reasoning to analyze, understand, and evaluate complex situations; identify strengths and weaknesses of alternate approaches or solutions to situations; exercise appropriate judgment in establishing priorities; consider relative costs and benefits of potential actions; make immediate and sound decisions; facilitate implementation while under pressure or in stressful situations with fortitude to maintain diplomacy and situational clarity.

**Dispatching:** Receive calls for service, both emergency and non-emergency, determine nature and priority of calls received and dispatch appropriate providers; accurately interpret maps and floor layouts.

**Organization Skills:** Organize and multi-task with ability to work well under pressure of deadlines and constantly changing priorities.

**WORK SCHEDULE:** 48x96 schedule

**REQUIRED EXPERIENCE**

Five (5) years of full-time experience in Public Safety Dispatching.

- Supervisory experience and/or classroom education involving fire science, law enforcement, or general supervision is highly desirable.
- P.O.S.T. Civilian Supervisory and Communications Training Officer courses highly desirable.

**EDUCATION**

Possession of a high school diploma, G.E.D. equivalency or a high school proficiency certificate.

**REQUIRED CERTIFICATION & LICENSE**

- P.O.S.T. Basic Dispatch certificate
- Medical Priorities Dispatching System (MPDS) certificate from the International Academy of Emergency Dispatch
- Healthcare Provider CPR certificate
- Possession and maintenance of a valid California Class C Driver's License is required as a condition of employment.



## ABOUT THE COMMUNICATIONS CENTER

The San Ramon Valley 911 Communications Center is a Primary Public Safety Answering Point (PSAP) for the City of San Ramon and a secondary PSAP to the Town of Danville and unincorporated Alamo. Dispatchers process all incoming emergency and non emergency calls-for-service and dispatch Police/Fire and EMS. The San Ramon Valley 9-1-1 Emergency Communications Center is an EMD Accredited Center of Excellence, certified by the International Academy of Emergency Dispatch. The Communications Center is equipped with state-of-the-art voice, data, and wireless technology utilizing TriTech CAD/RMS, Vesta 4.0, and Motorola MCC 7500 Elite. The Center is staffed with nine full-time Public Safety Dispatchers, three Dispatch Supervisors, and a Director of Emergency Communications.



## ABOUT THE SAN RAMON VALLEY FIRE PROTECTION DISTRICT

The San Ramon Valley Fire Protection District provides all-risk fire, rescue, and emergency medical services to the communities of Alamo, Blackhawk, the Town of Danville, Diablo, the City of San Ramon, the southern area of Morgan Territory, and the Tassajara Valley, all located in Contra Costa County. The District's service area encompasses approximately 155 square miles and serves a population of 169,900. The District maintains nine career fire stations and one volunteer-staffed station, and other supporting facilities located throughout the jurisdiction.

## ABOUT THE SAN RAMON POLICE DEPARTMENT

The San Ramon Police Department provides the full spectrum of law enforcement services, including Patrol, Traffic, Investigations, Records, Crime Prevention, and more. The San Ramon Police Department employs 62 sworn officers and 20 civilian employees, serving a resident population of 78,000 and a daytime population of 100,000.

The City of San Ramon is one of the Bay Area's most desirable areas to live and work. Located in Contra Costa County, San Ramon is approximately 25 miles east of the City of Oakland in the San Francisco Bay Area. The city spans an area of more than 18 square miles. For more information about the City of San Ramon, San Ramon Police Department and Fire District, visit:

[www.ci.san-ramon.ca.us](http://www.ci.san-ramon.ca.us)

[www.ci.san-ramon.ca.us/police](http://www.ci.san-ramon.ca.us/police)

[www.firedepartment.org](http://www.firedepartment.org)



*The San Ramon Valley Fire Protection District is an Equal Opportunity Employer. This document is a summary only. The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.*