

## CONTINUOUS RECRUITMENT

Applications are accepted by our Administrative Office  
at 495 Upper Park Road between 9:00 a.m. and 4:00 p.m.  
Monday thru Thursday.

Delivery by Fax (831-471-1010), mail, or in person is acceptable.

### RECRUITMENT PROCESS

(All dates will be determined once enough applications are received to  
continue the hiring process)

TBD	Performance tests and background packets
TBD	Eligibility List established
TBD	Assessment interviews (if necessary)
TBD	Background investigations
TBD	Selection interviews, Psychological & Medical Exam
TBD	Selected candidates begin training

#### Reapplication

Candidates who fail any portion of the testing process are eligible during the next recruitment. An applicant who fails for any other reason is ineligible to reapply.

#### Training

Entry-level classroom training is provided on-site and is followed by on-the-job training. For more information call 831-471-1000 or visit our website at [www.scr911.org](http://www.scr911.org)

SCR911 is an equal opportunity employer.

## Bilingual Spanish/English Trainee Public Safety 9-1-1 Dispatcher

Recruitment #JPA-88



It's not your  
regular  
desk job. We  
guarantee it!!

A great way to  
start your peace  
officer,  
firefighter, or  
other public  
safety career!



**Santa Cruz Regional 9-1-1**  
495 Upper Park Road  
Santa Cruz  
831-471-1000  
[www.scr911.org](http://www.scr911.org)

**Trainee Salary Range:** \$20.78 to \$24.94 per hour

**Journey Level Salary:** \$22.94 to \$33.27 per hour

- Placement in salary range depends upon qualifications.

#### **The Position:**

- Under supervision, Trainee Public Safety Dispatchers perform the full range of operational duties required in dispatching public safety personnel and equipment. This is the trainee, entry-level class in the Public Safety Dispatcher series.
- Public Safety Dispatchers receive emergency and non-emergency calls, transmit messages via radio, 9-1-1 emergency phone lines and data terminals. The center operates on a 7 day, 24 hour basis and incumbents will be required to work a variety of schedules.

#### **Minimum Standards:**

- At least eighteen (18) years of age.
- Graduation from high school or equivalent.
- Willing to work day, swing, graveyard and rotating shifts, holidays and weekends.
- No felony convictions.
- Must successfully complete an Authority prescribed training course.
- Complete minimum employment standards for all classifications are available from the SCR911 Administrative Office.

### **Qualifications**

#### **Knowledge of:**

- Operation of a typical office computer system and video display terminals.
- Public safety and related User Agencies that provide emergency services within Santa Cruz County.
- Primary roads, streets, highways, major buildings and public facilities within the boundaries of the Authority User and Associate User Agencies.

#### **Skills and Abilities:**

- Bilingual in Spanish and English; able to converse fluently in both language(s) and to read English and translate orally into Spanish.

- Hear and comprehend radio traffic and maintain routine interpersonal communications with supervisors and other dispatchers.
- Color vision adequate to determine various console lighting and color monitor displays.
- Read, write and speak clear and concise English.
- Legible handwriting.
- Manual dexterity sufficient to operate computer terminals and communications equipment.
- Physical, mental and functional ability to work effectively and accurately in a fast paced environment and to remain calm and professional when handling potentially stressful incidents.
- Complete a comprehensive law enforcement background investigation.
- Not convicted of a felony or any other crime which would prohibit Department of Justice approval for access to law enforcement information.

#### **Benefits:**

Excellent benefit package including: retirement in CALPERS 2% at 55; medical, dental, & vision coverage; life insurance; paid vacation, holidays, & sick leave; voluntary deferred compensation plan. No Social Security withholding. \$3.00 per hour shift differential for hours worked between 6:00 p.m. and 6:00 a.m. and \$5.00 per hour shift differential for hours worked between 1:00 a.m. and 6:00 a.m. on Saturday and Sunday mornings. Other premiums are available including: cross training differentials for mastering all 4 law enforcement and fire & EMS dispatching positions, training officer, academy instructor and callback premium when responding during off-duty hours for overtime.

#### **For more information:**

Visit our website at [www.scr911.org](http://www.scr911.org), pick up an application at our office, or call 831-471-1000 to have an application mailed to you.