YOLO EMERGENCY COMMUNICATIONS AGENCY
(YECA)
Equal Opportunity/Affirmative Action Employer

EMPLOYMENT OPPORTUNITY:

DISPATCH ASSISTANT

SALARY: $18.92 - $20.46/ Hourly   $3279.47 - $3546.40/Monthly   $39,353 - $42,556/ Annually

Final Filing Date: January 31, 2014

The Position:
This position performs the more routine tasks and duties involved in receiving and processing of calls for public safety emergency and non-emergency personnel as well as after hour calls for other local government agencies. Incumbents in this class will be assigned duties and responsibilities progressively, to a greater level of independence and range of duties designed to prepare employees for successful promotion to the next level of 911/Public Safety Dispatcher. **This position is required to work any shift on a rotational basis, including weekends, holidays, and overtime.**

**Essential Types of Duties:**
- Answers, evaluates and prioritizes incoming 9-1-1 and non-emergency telephone calls for police, fire, ambulance, and/or other requests for assistance for the Yolo County area; refers callers to appropriate agencies; provides general information to the public.
- Receives and relays information from/to other public safety and private organizations; notify or activate other service agencies including road maintenance, public works, and code enforcement, as necessary.
- Provides pre-arrival instructions to citizens who report medical emergencies using established Emergency Medical Dispatch (EMD) protocol.
- Transmit emergency bulletins via computer or teletype.
- Maintain specialized logs on towed vehicles and CLETS entries.
- Maintain various resource manuals.
- Operates and maintains a variety of communications equipment including radio consoles, data communication terminals and telephones; maintains workstation area; reports equipment malfunctions as needed.
- Studies and maintains familiarity with major roads, streets, industrial plants, public buildings and the general geographic locations of cities, towns and landmarks in Yolo County and surrounding jurisdictional boundaries.
- Performs other duties as assigned that support the overall objective of the positions.

**Benefits:**
Yolo Emergency Communications Agency offers a generous benefits package including:
- Health, Dental and Vision Insurance
- CalPERS Retirement
- Deferred Compensation Plan
- Employee Assistance Program
- Vacation and Sick Leave
- Holidays and Floating Holidays
- Disability Plan

Other pay incentives include:
Shift Differential; Training/Out of Classification pay; On-Call pay; Bilingual pay; Longevity pay; Call-Back pay; Sick Leave Bonus; Overtime Pay Option (Cash or Compensation)

**Employment Standards:**

**Education and Experience:**
Equivalent to graduation from high school, type a minimum of 35 net words per minute
Knowledge of:
The position requires knowledge of the correct use of English grammar, vocabulary and spelling sufficient to prepare and maintain calls for service, prepare and maintain detailed reports, records and correspondence; training and experience, which demonstrates proficiency in dealing with the public by telephone; general knowledge of cities and locations of highways, streets and geography of Yolo County.

Abilities:
Type at a speed of 35 words-per-minute; ability to learn the operation of complex electronic and telecommunications equipment commonly used in public safety dispatching; to learn and operate the Computer Aided Dispatch (CAD) and Records Management System (RMS) programs; read and understand maps; think logically and act quickly; work under stress and maintain composure while performing several functions simultaneously; take appropriate action in stressful or emergency situations; speak over the radio and telephone quickly and clearly; be easily understood and comprehend at the level required for the job; use courtesy, tact and firmness in dealing with the public; project a calm and reasoning demeanor; maintain confidentiality of information, adapt quickly to a variety of personalities and situations; establish and maintain effective and cooperative working relationships with those contracted in the course of work.

Physical Requirements:
This position requires sufficient ambulatory ability and hand-eye coordination to operate the full range of computer and telecommunications equipment used by the agency; upper body mobility and finger dexterity sufficient to meet the essential functions of communications equipment operation. Requires visual acuity to recognize and read letters, numbers, and maps; auditory ability sufficient to carry on conversations in person, over the phone and radio. This position requires light physical effort including lifting and moving of objects up to 10 pounds, occasional lifting/moving heavier objects. Some bending, stooping, reaching and pulling is required. Ability to sit for long periods of time, move-about, and work in an indoor environment in close proximity with others is required.

Employment Information
Applications may be obtained online at:
www.yeca911.org

Yolo Emergency Communications Agency
35 N. Cottonwood Street
Woodland, CA 95695
530.666.8900

Completed job applications must be submitted to YECA. All required documents must be received by January 31, 2014, 5:00 pm, in order to meet the deadline for the initial screening of applications. The application can be submitted online or can be mailed to the address above.

Applicants who receive a conditional offer of employment must complete a personal history form on which they must disclose information on arrests regardless of conviction, felony and non-felony convictions, and driving violations. The Agency uses the information obtained in this document to conduct a background investigation to determine applicants’ suitability for employment as a Dispatcher Assistant.

Offers of employment are conditioned on successful completion of the background investigation, consisting of a credit check, DMV check, Department of Justice - Bureau of Identification fingerprint check, a medical examination, a functional hearing examination, and possession of visual acuity corrected to 20/20 in each eye. YECA is committed to maintaining a drug and alcohol free workplace. As a condition of employment, applicants are required to undergo and pass drug and alcohol testing prior to employment.

NOTE:
The information contained in this announcement does not constitute either an expressed or implied contract, and these provisions are subject to change.