**The City of Atascadero**

Is recruiting for the position of

**Support Services Technician (Dispatcher)**

**Entry Level / Lateral**

**SALARY RANGE:** $4,293.79 - $5,540.86/mo.

**Recruitment Deadline:** OPEN UNTIL FILLED

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**THE COMMUNITY:** The City of Atascadero is a beautiful central coast community located in San Luis Obispo County. We have a population of approximately 30,000 residing in an area just under 27 square miles. Our community is a great place to live, work and raise a family! We are situated along Highway 101, halfway between the metropolitan areas of Los Angeles and San Francisco. The community is located in the Paso Robles wine region and a short 20 minute drive to the beach and picturesque Highway 1. We are within a three hour drive to Yosemite National Park and two hours to Monterey or Carmel. For those that enjoy the outdoors, we are close to four local lakes, a national forest and endless hiking and biking trails.

**THE DEPARTMENT:** The Atascadero Police Department consists of 29 sworn and 11 civilian employees. Our management team is committed to supporting, mentoring and developing our employees. We embrace the value of fostering and maintaining positive relationships both externally and within our organization. We believe Support Services is the nerve center for our organization. The Support Services unit works a 3/12 schedule consisting of 2 dispatchers during the day into evening with graveyard handled by 1 dispatcher. The Patrol Division and Detective Unit work closely with Support Services on a regular basis based on the needs of the Department.

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**Salary Range:** $4,293.79 - $5,540.86 per month with incentive pay given for Emergency Medical Dispatch Certification and Longevity.

**Retirement Plan:** The City is enrolled in the California Public Employees Retirement System (CalPERS). No FICA deductions.

**Health Insurance, Vision, and Dental:** Choice of PPO or HMO plans. The City will pay 100% of the employee’s coverage and a portion of the dependent coverage.

**Life Insurance:** The City will provide life insurance coverage of $50,000.

**Vacation:** 10 days a year graduating to 24 days after 20 years of service.

**Holidays:** 12 days per year.

**Sick Leave:** 8 hours accrual per month.

**Bilingual Pay:** 2.5% of salary to those who are able to speak one of the top two non-English languages.

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If you have questions regarding the position, please contact:

Lt. Bob Molle

(805) 470-3246
QUALIFICATIONS:
- Possession of a recent and valid typing certificate with minimum net speed of 40 wpm. (Certificate must have been issued within the last 12 months; must be a NON-web based, local testing agency issued certificate.) Submit with application.
- Possession of a High School Diploma or GED equivalent.
- One year responsible clerical or technical experience involving records or communications and general clerical work or any combination of training and/or experience that could likely provide the desired knowledge and abilities.
- Possession of 120-hour P.O.S.T. approved Public Safety Dispatch course desirable but not mandatory. Successful candidate will be required to attend the P.O.S.T. Dispatch course prior to end of probation.
- Considerable knowledge of office procedures, forms, reports and other materials common to operation of a police department. Skill in computer use and the operation of various computer programs used on a daily basis; use of standard office machines.
- Ability to multi-task; provide quality customer service to the public and other City employees in person and on the telephone; perform duties under pressure, exercise tact, judgment and discretion; ability to communicate in proper English in voice and written communication.

THE POSITION: Under general supervision, prioritizes and determines appropriate response to emergency and other calls for service involving police, fire and medical personnel, other city departments and allied agencies. Performs a variety of technical, clerical and public contact work and performs related work as required. Schedule: full-time on rotating shifts working days, nights, weekends and holidays as required.

ESSENTIAL DUTIES & RESPONSIBILITIES: Duties may include, but are not limited to, the following:
- Receives and dispatches through an automated CAD system all emergency and non-emergency calls for police, fire and medical services received by telephone, in person or by radio and through computer terminal teletype and alarm systems.
- Maintains records and prepares activity logs on information reported, equipment dispatched and disposition of incidents.
- Records radio contact with personnel in the field
- Assists the public and answers questions, establishes and maintains good relationships with the general public
- Data Entry
- Takes non-investigative reports
- Performs other related work as assigned

SELECTION GUIDELINES: All application material will be thoroughly screened and the most qualified applicants will be invited to participate in the testing process which shall consist of, but may not be limited to, the following:
- Initial Paper Screening
- Written Exam
- Oral Interview

After a thorough background review including a fingerprint check, polygraph examination and the Chief's oral interview, a conditional offer of employment will be made. Final appointment is contingent upon the results of a psychological exam and a comprehensive physical examination that includes alcohol and controlled substance screening.

Application Procedure: Completed, signed and scanned application forms may be emailed to jobs@atascadero.org, or delivered in person or by regular mail to City Hall at 6500 Palma Avenue, Atascadero, CA 93422. Applications must be received by no later than the final filing deadline to be considered. A resume of 3 pages or less may accompany the completed application form, but may not be substituted for the application. Visit www.atascadero.org/jobs for more information.