



CAREER OPPORTUNITY

CITY OF LA HABRA, CALIFORNIA
HUMAN RESOURCES DEPARTMENT * P.O. BOX 337 * 90631
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CIVIC CENTER

COMMUNICATIONS OPERATOR* P – 25/1 LATERAL

*\$3,994/mo. - \$5,334/mo. (\$23.042/hr. - \$30.773/hr.)

The City of La Habra is recruiting to fill a full-time position and to establish an eligibility list for future openings for Communications Operator. Employees hired after January 1, 2013, that are new to CalPERS, or are returning members with a break in service greater than six months, will be enrolled in the 2% @ 62 retirement plan formula and will be required to pay 50% of the normal PERS cost.

DEFINITION:

Under general supervision of the Communications Supervisor, receive and transmit emergency and non-emergency calls from the public requesting police and other emergency services; maintain contact with all units on assignment; document calls for service on a computer aided dispatch system; and provide general information to the public.

This position is assigned to the Police Communications Center, which is a 24-hour, seven days per week operation, requiring shift coverage. Communications Operators must work assigned shifts and must be proficient at multi-tasking. There is a high expectation placed on the accuracy and speed of information gathering and the maturity in decision making.

ESSENTIAL DUTIES (Duties may include, but are not limited to, the following):

- Receive calls, complaints, and inquiries from the public for police or other emergency services over the phone.
- Screens incoming calls to determine priority resources, and types of response required in accordance with established procedures.
- Simultaneously receives, responds and documents information from multiple sources while maintaining accuracy in order to relay information to responding personnel.
- Proficiently handles multiple tasks and events simultaneously.
- Communicates clearly, concisely, and possesses effective listening skills.
- Responsibly relays confidential information with accuracy back to the field personnel.
- Performs general clerical work in support of communication activities.
- Maintains contact with other cities or agencies for cooperative emergency operations.
- Works holidays, weekends, day, night, and graveyard shifts as assigned and required.
- Performs related duties as required.

QUALIFYING KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Public safety and services.
- Telephone equipment and use.

Skill and Ability to:

- Accurately record and retain data given orally.
- Communicate effectively orally in highly-stressful situations.
- Speak clearly and precisely.
- Exercise good judgment and make sound decisions in emergency situations.
- Effectively communicate with and elicit information from upset and irate citizens.
- Exercise independent judgment.
- Accurately type 40 words per minute.

PHYSICAL WORKING CONDITIONS AND SCHEDULE:

Operators are required to work various shifts as assigned; operate a visual display terminal for extended periods of time, sometimes without the ability to move at will. Entering data into a keyboard device requires continuous, repetitive arm and hand movement. Operators work various shifts which include a three/four-month rotation of days, swing and graveyard shifts, weekends, holidays, overtime and shift holdovers. Shift assignments consist of 12 hours a day with some overtime based on varying circumstances.

EDUCATION AND EXPERIENCE:

Any combination of education and experience that would provide the qualifying knowledge, skills, and abilities to successfully perform in the position. High School diploma or equivalent is required. One year of experience performing clerical duties including computer terminal operations, demonstrated ability to function under stress, and the ability to handle several tasks simultaneously. Must be able to type 40 wpm. Successful completion of the POST (Peace Officers Standards and Training) Public Safety Dispatcher course.

LICENSE REQUIREMENT:

Must possess and maintain a valid California Class C driver's license.

APPLICATION PROCEDURE:

Applications are available on the City's website at www.lahabraca.gov or in the Human Resources Department. Completed application must be submitted to the Human Resources Department and will be accepted **CONTINUOUSLY** until position is filled. The City will *not* accept faxes or resumes in lieu of a City application form. All applications will be screened. Applicants deemed best qualified will be invited for an oral interview. Final candidates must successfully complete an extensive background including a fingerprint check, polygraph, psychological, and medical/drug screening examination.

If any accommodation is needed during the interviewing process, please notify the Human Resources Department at least five days in advance of your scheduled appointment so that we may be able to provide a reasonable accommodation.

***This bulletin is not a contract, neither expressed nor implied.
Any provision herein may be modified or revoked.***

*Hired on or after 7/1/2010