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(Not an Entry Level)
Lateral Public Safety
Dispatcher
(Communications Operator)

SALARY - \$4,659 - \$5,671

Apply online at www.hayward-ca.gov

777 B Street, Hayward, CA 94541-5007 ■ Tel: (510) 583-4500 ■ Fax (510) 583-3655



Reasonable Accommodations Available for the Disabled

An Equal Opportunity Employer ■ Hearing Impaired (TDD) 510/247-3340



The City

With a population in excess of 147,000 residents, Hayward is strategically located on the thriving eastern shore of the San Francisco Bay. One of the most ethnically-diverse communities in the nation, Hayward's premier location provides convenient access to San Francisco, San Jose, Oakland, and the three area airports. Hayward is served by BART, AMTRAK, and an extensive network of freeways. Hayward is a great place to live and work. It is known as the "Heart of the Bay" and is located in Alameda County. The Hayward Area Recreation and Park District maintains over 50 parks, several community centers, and other recreation facilities. The community also enjoys a myriad of theater and culturally rich events at Chabot College and at California State University, East Bay campus.

The Department

The Hayward Police Department is comprised of a staff of 325, 200 of which are sworn. The Department supports a Community Policing philosophy and offers excellent promotional and special assignment opportunities. The Dispatch Center currently staffs on a 3-12 plan that offers Dispatchers the opportunity to enjoy weekends off at least six months out of the year. The city offers bi-lingual pay, excellent medical, dental and vision coverage, up to 5 weeks vacation per year, 14 paid holidays, and PERS 2.5% at 55 retirement.

The Position

This is a highly stressful and demanding job located within the Police Department requiring shift work, weekend and holiday duty. Incumbents presently work a 3/12 work schedule, however, schedules can vary with little notice. Overtime will be required as needed. Using a Computer-Aided Dispatch System, communication operators dispatch police and fire personnel and equipment under emergency conditions, receive fire, police and disaster alarms and take calls of an emergency and non-emergency nature from citizens. Operators must remain calm and tactful under trying conditions, remembering detailed information and thinking clearly while performing several tasks at once.

Qualifications

Any combination of experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would include:

LATERAL REQUIREMENTS:

- Two years of experience as a public safety dispatcher for a Public Safety Answering Point.
- Equivalent to completion of the twelfth grade.
- Experience involving heavy public contact while performing multiple tasks.
- Experience using a computer-aided dispatch system.
- **Typing Certificate** issued **within the last six months** which verifies the ability to type accurately at the rate of 35 net words per minute. You may obtain a **FREE** typing test at EASTBAY Works, Eden One Stop Career Center, Hayward or any EASTBAY Works, www.eastbayworks.com. Typing certificates will also be accepted from a public school, business school, temporary agency or a similar agency and should attest a 5-minute timed test and specify net words per minute. **Online Certificates will not be accepted.**



Selection Process

The City of Hayward has streamlined the process for Lateral 911 Dispatchers. The candidate simply has to complete a City of Hayward application form and submit a typing certificate. Candidates meeting Lateral requirements will continue in the selection process and will be placed on a qualifying list that will be sent to the Police Department for immediate processing. After a candidate is on a qualifying list the Police Department will conduct an interview and computerized multi-tasking assessment, which will determine if the candidate is placed on an eligibility list. After a candidate is placed on an eligible list, final selection for employment requires success in initial background screening, background investigation, polygraph, psychological, and medical examinations.

TO OBTAIN A CITY OF HAYWARD APPLICATION:

- 1) File online at: www.hayward-ca.gov or www.CalOpps.org
- 2) Visit the Human Resources Department at Hayward City Hall located at 777 B Street, Hayward, CA 94541-5007, or call for an application to be mailed, (510) 583-4500 Office hours are Monday through Friday, 8 a.m. to 5 p.m.
Fax certificates to (510) 583-3655.

General Information

PHYSICAL REQUIREMENTS: An applicant selected for a position may be required to pass a medical examination given by a designated licensed physician and paid for by the City.

APPOINTMENT PROCEDURES: The Immigration Reform and Control Act of 1986 requires proof of a new employee's eligibility for employment in the United States. Fingerprints are taken for background purpose before job offer. All new employees are required by law to sign a loyalty oath.

ELIGIBILITY: Eligibility registers of successful candidates are usually valid for one year but may be extended for an additional year.

PROBATION: Each person employed must demonstrate satisfactory performance during her/his probationary period before regular status is attained. Probationary period is two years.

UNION DUES: Employment in some positions may require payment of Union Dues, or an "in lieu" service fee or equivalent contribution to a designated charity.

General Benefits

- 10 days paid vacation each year; 15 days after 5 years of service; and 20 days after 10 years of service; and 25 days after 20 years of service for most of the bargaining groups.
- 12 days sick leave per year.
- 14 annual paid holidays for miscellaneous employees.
- Choice of health plans with premiums for employees and eligible dependents paid by the City, for most representation units (PERS health plans).
- Dental and Vision Plan (premiums for employee and eligible dependents paid by City)
- Life and Disability Insurance coverage for miscellaneous employees. Safety employees' life insurance available through their associations.



General Benefits - Continued

- Public Employees' Retirement System. Miscellaneous employees pay 1% of base salary towards PERS on a pre-tax basis. Safety employees pay 9% of base salary towards PERS.
- Retirement formula is calculated at 2.5% @ 55 for miscellaneous employees and 3% @ 50 for public safety personnel.
- Partial City Payment for retiree medical benefits, for most representation units.
- City contributes towards a Deferred Compensation Plan for miscellaneous employees. Safety employees may participate in the City's plan.
- Employee Credit Union loan and savings service.
- City of Hayward employees are not enrolled in Social Security except for mandatory Medicare contribution of 1.45%.
- Employees hired in regular part-time positions immediately become members of the Public Employees' Retirement System and are eligible for pro-rated benefits based on number of hours worked.
- Visit our website for complete benefit summary.

NOTE: City positions are represented by various bargaining units. MOU's are available on the City of Hayward's Website.

Rev. 11/08



CITY OF
HAYWARD
HEART OF THE BAY

Human Resources Department
777 B Street
Hayward, CA 94541-5007