The City of
MADERA

JOIN OUR TEAM!

Are you…

Interested in municipal government and public service?

Interested in pursuing a career in law enforcement?

Interested in improving the bridge that connects the community and law enforcement?

NOW RECRUITING FOR:

Public Safety Dispatcher

$45,845 - $58,508/year

* Additional 2% COLAs July 2024 & January 2025 *

* $1,500 lump sum July 2024 *

* College Tuition Reimbursement up to $2,400/year *

* Education/Certificate Incentives up to 13.06% *

PRIMARY RESPONSIBILITIES

The **Public Safety Dispatcher** performs the full range and scope of dispatching duties including maintaining field communications with public safety personnel with minimal guidance and supervision. Receives emergency and non emergency requests for law enforcement services and dispatches via radio, telephone and other communications media; provides telecommunications support and incident coordination for field units. Work shifts will rotate and mandatory overtime may be required.

QUALIFICATIONS

Experience/Education: One year experience in public contact. This can be paid or volunteer experience. High School Diploma or equivalent.

Licenses: Valid CDL. Possession of or ability to obtain a Dispatch Certificate from POST and completion of DOJ training for full access operator within one year of appointment. All required training provided by department.

EXAMINATION PROCESS

Only those applicants who meet the qualification standards of this position on or before the posted final filing date will be allowed to participate in the examination process. Examination scores determine standing on eligibility lists. The examination process may consist of the following parts: Application Package Review (Qualifying only): Only the most qualified applicants, based upon the information provided on the application will be invited to participate in the examination processes. Online Exam: Pass/Fail100% weight value. Candidates must earn a passing score on the exam to be considered for the eligibility list. Passing score for non-data entry portion is 54 or higher; for data entry 1500 or higher. The City Manager, upon recommendation of the Police Chief, will make the final selection and appointment.

Candidates considered for hire must successfully pass an extensive background check, including a polygraph examination and credit history report; a criminal history check; a pre-employment physical examination, including psychological evaluation, and drug screen.

Applicants may be eligible for Veteran's Preference Points - please submit DD214 with application for consideration.

KEY DATES

Application Deadline: Friday, January 5, 2024
Online Exam: January 19-29, 2024
Exam Resources: https://criticall911.com/dispatcher-testing/applicants/

learn more @ madera.gov/apply

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COMPENSATION & BENEFITS

HOURLY PAY RATE

Compensation and benefits for the Public Safety Dispatcher position are defined in the Memorandum of Understanding between the City and the Madera Police Officers' Association. The City pays its employees every 2 weeks, or 26 times per year. Due to shift scheduling, Dispatchers work 84 hours per pay period, with 8 of those hours at time and one half (76 hours straight time + 8 hours time and 1/2).

	EFF. 12/30/23	EFF. 6/15/24	EFF. 12/28/24
Step A	$20.04	$20.44	$20.85
Step B	$21.04	$21.46	$21.89
Step C	$22.09	$22.53	$22.98
Step D	$23.19	$23.66	$24.13
Step E	$24.35	$24.84	$25.34
Step F	$25.57	$26.08	$26.61

LIFE INSURANCE

The City provides a $25,000 life and accidental death and dismemberment policy along with $5,000 dependent life. The employee may purchase additional supplemental life insurance for him/herself, spouse and/or dependents.

MEDICARE

The City contributes an amount equal to 1.45% of the employee's salary; the employee also contributes 1.45%.

LONG TERM DISABILITY

This city paid benefit provides up to 2/3-income protection.

DEFERRED COMPENSATION

The City offers a paid/vested contribution of 4.2% of base pay to one of two 457 plans offered to the employee. In addition, the employee may also contribute, though not required.

EDUCATION INCENTIVES

Up to $2400/year tuition reimbursement for college courses. All personnel will be eligible for an education certificate incentive as follows.

- 2.5% 60 college units a grade C or better
- 2.5% Intermediate POST Certificate
- 2.5 % Advanced POST Certificate
- 5.0% BA or BS Degree

RETIREMENT

The City participates in the CalPERS defined benefit retirement system. Retirement formulas and contributions are as follows. The terms "Classic Member" and "New Member" are as defined by CalPERS.

Classic Members employed with the City prior to 10/20/2012

- 2.5% at 55 formula, single highest year final compensation
- Employee Contribution paid by the employee pre-tax: 3.375%

Tier I Members employed with the City on or after 10/20/2012

- 2% at 60 formula, average three year final compensation
- Employee Contribution paid by the employee pre-tax: 2.375%

New Members employed with the City on or after 1/1/2013

- 2% at 62 formula, average three year final compensation
- Employee Contribution paid by the employee pre-tax: 7.75%

HEALTH INSURANCE

The City contributes a monthly amount for the employee to use to purchase health, dental and vision coverage. For medical coverage, the City contracts with Anthem Blue Cross or Kaiser. Dental insurance is through Delta Dental and vision coverage is through Superior.

EMPLOYEE ASSISTANCE PROGRAM

The City of Madera offers an employee assistance program or employees and dependents that provides counseling and other services for dealing with life's challenges at no cost to the employee.

BILINGUAL INCENTIVE

English/Spanish for qualifying individuals and positions after passing annual bilingual test.

GENERAL INFORMATION

Applications may be obtained from the City's website www.madera.gov/apply or by calling the City's Human Resources Department at (559)661-5401. Applications must be submitted to the City's Human Resources Department prior to the application deadline. Appointment will be contingent upon an extensive background check, pre-employment physical and drug screen.

The City of Madera is an equal opportunity, drug free, and affirmative action employer.

COMMON DISQUALIFIERS FOR CIVILIAN POSITIONS

WITH THE

MADERA POLICE DEPARTMENT

Below is a list of the most common areas that may disqualify an applicant for a non-peace officer position with the Madera Police Department. However, other information or facts revealed in a background investigation may also be sufficient to disqualify an applicant. All information in the Personal History Statement will be verified. Any false statement or intentional omission of information, material to the issue of employment, either on the employment application, the Personal History Statement or verbally to the Oral Board or Background Investigator will disqualify the applicant from further consideration.

Substance Abuse

Will Disqualify:

1. Use of marijuana, hashish, cocaine, etc. within the past 12 months
2. Recent extensive or prolonged use of marijuana, hashish, cocaine, etc
3. Sale of any marijuana, drug or narcotic as an adult
4. Recent extensive abuse of pharmaceutical drugs
5. Cocaine use within the last year, or more than 5 times in the last 3 years.

May Disqualify:

1. Knowingly remaining in a place where marijuana or narcotics are used
2. History of alcohol abuse
3. Experimentation with barbiturates, amphetamines
4. Non-prescribed use of any opiate derivative or any hallucinogenic

Criminal Offenses

Will Disqualify:

Felony conviction

On criminal probation

Sex acts perpetuated against the will of the other party

More than one adult conviction for property related offenses

Any theft from any employer of an object(s) (including cash) worth more than $100

Traffic Related *(These apply only if you are applying for a position where you are required to drive a City Vehicle.)*

Will Disqualify:

1. Not able to obtain a California driver's license
2. Incapable of being an insured motorist

May Disqualify:

1. More than one D.U.I. conviction
2. D.U.I. conviction within the past 3 years
3. Conviction of four or more moving traffic violations
4. Revocation of driver's license within past 3 years
5. Being at fault in 3 traffic accidents within past 5 years

Medical

Will Disqualify:

Physically incapable of safely performing job duties (with or without reasonable accommodation)

Failure to meet psychological standards as determined by the Department Psychologist

General

Will Disqualify:

1. Not authorized to work in the US
2. Unfavorable work history
3. Inability to communicate

PUBLIC SAFETY DISPATCHER

CHECKLIST

Experience has shown that many applicants for positions consider only the positive aspects of the job while ignoring some of its less attractive features. As a result, when new employees encounter negative job features, they sometimes react by leaving the job well before training is completed (sometimes in only a few weeks). Early resignations, which result from lack of accurate job knowledge, contribute to a more than desirable attrition rate among trainees.

There are many satisfying, rewarding aspects to the position. The job offers the opportunity to make significant contributions for the welfare and safety of the public and fellow employees. The work is challenging and rewarding. It is important for all applicants to carefully consider both the negative and positive features of a new career before deciding to test for the position.

The job factors listed below are features of the position about which many applicants are unaware. If any of these conditions are unacceptable to you, we strongly suggest you consider alternative employment choices that may better fit your individual needs.

Place a check on the line following the statement to indicate you have read and thought about each item.

WORKING ENVIRONMENT:

___ 1. Be unable to physically leave your worksite at anytime other than two 15-minute breaks and a 30-minute lunch.

___ 2. Be unable to schedule your own lunch or rest breaks.

___ 3. Be unable to smoke or eat at your worksite.

___ 4. Work at/in a small, confined work area.

___ 5. Have limited opportunity to talk with your fellow workers during your work shift.

___ 6. Work within an organization structured on a "semi-military" model, i.e.:

Have to wear standardized apparel.

Work through a highly structured "Chain of Command".

Attend daily briefings.

___ 7. Work at a rapid pace over which you have little control.

___ 8. Have to maintain intense concentration and attention for extended periods of time and then experience periods of very slow activity.

___ 9. Receive a daily critique of your job performance during training, including criticism.

WORK SCHEDULE:

___ 10. Be required to work any shift. Be required to work weekends on a regular basis.

__11. Potentially have to work Christmas Day, New Years Day, and/or all holidays. Have no choice at which time you can schedule your vacation time.

___ 12. Have no choice about which shift you are assigned to work. Have no choice on which days you work.

___ 13. During on-the-job training, having to work the same shift, days and hours as your instructor.

___ 14. Have to change work shifts (i.e., from days 7AM to 3PM, to mornings 11PM to 7AM), days off or cancel holiday plans on minimal notice.

CALL TYPES:

___ 15. Answer telephone calls where the caller is rude or screams at you or is difficult, and still maintain a courteous and professional demeanor.

___ 16. Answer telephone calls where the caller directs obscene language at you.

___ 17. Answer and respond to calls where the caller is drunk, irrational, or confused.

___ 18. Answer and respond to calls where a violent crime has occurred or is in progress

___ 19. Answer and respond to calls in which the caller is difficult to understand.

___ 20. Tell someone who expects police/fire service that their problem does not require police/fire unit response.

As indicated by my signature below, I state that I have read and considered each item on the checklist.

_____

Signature