



SOUTH BAY REGIONAL PUBLIC COMMUNICATIONS AUTHORITY

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COMMUNICATIONS OPERATOR

Created by a Joint Powers Agreement between the cities of Gardena, Hawthorne and Manhattan Beach, the South Bay Regional Public Communications Authority (SBRPCA) provides quality public safety services to those cities, as well as the contract cities of Hermosa Beach and El Segundo, and Culver City in early 2017. To accomplish this, we value diversity among staff and encourage each employee to take personal responsibility and make individual contributions. Our success is dependent upon our communications operators, who occupy a state of the art dispatch facility complete with Russ Basset console furnishings, Avtec radio equipment, Vesta 9-1-1 telephone system and Tiburon Version 7.2 CAD/RMS computer system. The dispatch center, which opened in June 2002, was designed in cooperation with architects, dispatch and administrative personnel and provides the optimum in ergonomics and positive work environment.

DUTIES

The Communications Operators serve as the primary link between the public, police, and fire personnel. Operators dispatch police and fire apparatus utilizing a computer-aided dispatch system; receive emergency telephone calls and assist citizens with requests for service and general inquiries; refer calls to other agencies; make appropriate notifications, exercise independent judgment in dispatching units and prioritizing calls; provide information to police personnel regarding warrants, driving records and property; and provide pre-arrival EMS instructions and life saving directions over the telephone. We are looking for flexible, dedicated and motivated individuals who have a proven background in job performance.

ABILITY

To type at least 35 net words per minute while conversing on the telephone and/or radio; to hear multiple simultaneous conversations from the radio, telephone, and colleagues while being able to readily distinguish between the different voices and sources in order to ascertain relevant information quickly and accurately; to read, write, and spell accurately and quickly; to speak clearly, distinctly, calmly, and correctly with good, even, modulation; to understand, retain and repeat simple and complex oral and written instructions; to have adequate vision, without color blindness; to react quickly, efficiently and calmly during emergencies and stressful situations while adopting and implementing effective courses of action; to work all shift assignments including weekends and holidays as well as mandatory overtime (current work hours: 6:00 A.M. to 6:00 P.M. and 6:00 P.M. to 6:00 A.M.)

QUALIFICATIONS

High school diploma or equivalent. Minimum age 18 years. Valid California driver's license.

SALARY

<u>Effective Date</u>	<u>Step A</u>	<u>Step B</u>	<u>Step C</u>	<u>Step D</u>	<u>Step E</u>	<u>Step F</u>	<u>Step G</u>
2016-17	\$5,281.75	\$5,535.89	\$5,802.75	\$6,083.02	\$6,377.24	\$6,686.20	\$7,010.53

An additional \$100 per month is offered to bilingual employees. 5% educational incentive for AA, BA and MA and tuition reimbursement plan.

BENEFITS

HOLIDAY LEAVE: Eight fixed holidays and six floating holidays annually.

INSURANCE: Medical – SBRPCA offers a cafeteria plan and pays a maximum of **\$910.00** per month toward active employees' premiums for health and dental insurance. SBRPCA pays 100% of the premium cost for vision care and \$100,000 in life insurance.

RETIREMENT PLAN: The Authority offers excellent retirement benefits, as reflected in the memorandum of understanding for the Communications Operators' bargaining group.

SICK LEAVE: Full-time employees who have completed three months of continuous service are eligible for paid sick leave. Sick leave is earned at a rate of 10 hours per month.

VACATION TIME: Full-time employees who have completed twelve months of continuous service are eligible for paid vacation leave. Vacation leave is earned and accrued as follows: less than five years of service - 8 hours per month; five through nine years - 12 hours per month; ten or more years - 16 hours per month. A one-time award of 48 hours' vacation leave is granted upon successful completion of probation.

Volunteer participation is also available for credit union, ICMA deferred compensation and payroll direct deposit programs.

SELECTION PROCEDURE

Eligibility for hire is based upon the successful completion of the following steps:

- 1) Evaluation of Application for Employment
- 2) Written test (Note: This step does not apply to laterals)
- 3) Typing test or possession of recent typing certificate - 35 WPM net minimum
- 4) Oral interview - minimum passing score of 75%
- 5) Interview with Executive Director

Names of those individuals successfully completing Steps 1 through 4 are entered onto an eligibility list, which will remain in effect for one year, or until depleted.

Every offer of employment is contingent upon the successful completion of a background review, including employment history. Prior to placement in the position, a candidate must complete with acceptable results a polygraph examination, a psychological examination and medical examination (includes Alcohol/Drug Screening) to determine if the individual meets the physical and psychological requirements to perform the essential functions of the position.

Under Federal Law, all new employees must produce proof of eligibility to work in the United States. This requires presenting, at the time of appointment, an original or certified copy of a Social Security card and California Driver's License, or other suitable documentation. Final appointment is contingent upon verification of documentation.

PROBATIONARY PERIOD

There is a fifteen-month probationary period.

**VISIT OUR WEBSITE AT www.rcc911.org TO
OBTAIN ADDITIONAL INFORMATION AND
DOWNLOAD AND PRINT OUT AN APPLICATION
APPLICATIONS CAN BE RETURNED BY EMAIL
TO employment@rcc911.org, MAILED,
FAXED OR HAND DELIVERED**



southbay911