



**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 City of Hermosa Beach. 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 Xybit console furnishings, Motorola Centracom Gold 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 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: 3 12-hour shifts, 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.

**SALARY**

MONTHLY RATES	<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>
EFFECTIVE 8/09/08	\$3,995.51	\$4,187.77	\$4,389.63	\$4,601.64	\$4,824.22	\$5,057.94	\$5,303.29
7/01/09	\$4,195.28	\$4,397.15	\$4,609.11	\$4,831.72	\$5,065.43	\$5,310.84	\$5,568.45
7/01/10	\$4,405.05	\$4,617.01	\$4,839.57	\$5,073.31	\$5,318.70	\$5,576.38	\$5,846.88

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 **\$860.00** per month toward active employees' premiums for health and dental insurance. Vision care and \$25,000 life insurance - SBRPCA pays 100% of the premium cost.

**RETIREMENT PLAN:** SBRPCA contributes full amount of the employees' portion to the Public Employees' Retirement System 2% at 55 Formula based on the employee's single highest year. We do not participate in the Federal Social Security System.

**RETIREMENT MEDICAL:** The Authority shall continue to contribute the minimum amount for medical insurance premium as required under Section 22892(b) of the PEMHCA for employees who retire from the Authority. In addition, each employee who retires from the Authority shall receive the following from date of retirement until age 65: a) Minimum ten (10) years of service with Authority -\$100.00 per month; b) Minimum fifteen (15) years of service with Authority-\$150.00 per month; and c) Minimum twenty (20) years of service with Authority-\$350.00 per month

**VISIT OUR WEBSITE AT [WWW.RCC911.ORG](http://WWW.RCC911.ORG) TO OBTAIN FURTHER INFORMATION AND DOWNLOAD AN APPLICATION. APPLICATIONS CAN BE RETURNED BY MAIL.**

**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 six 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 - 16 hours per month. New employees begin accruing vacation leave after six months of continuous service. A one-time award of 48 hours' vacation leave is granted upon successful completion of probation.

**TUITION REIMBURSEMENT:** Any employee who attends Authority pre-approved educational institutions and courses, shall be eligible for reimbursement for books and tuition upon successful completion with a grade at or above level "C" as follows: 2008/2009 = \$1,500; 2009/2010 = \$2,000; 2010/2011 = \$2,500.

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
- 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 on an eligibility list. The list 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.

## **PROBATIONARY PERIOD**

There is a fifteen-month probationary period.

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.