

Public Safety Radio Dispatcher Trainee (PSRDT) is the entry-level training classification for a career in public safety dispatching within the City of San José. As a PSRDT, you are provided with formal training, both in the classroom and in the Communications Center, to develop the knowledge, skills and abilities necessary to perform the full range of public safety dispatching functions. Trainees must successfully complete all formal academic and on-the-job training to be appointed to the class of Public Safety Radio Dispatcher (PSRD) and retain their employment.

Duties of the PSRD include: answering emergency and non-emergency telephone calls, complying with medical and fire call taking and dispatching policies and protocols, obtaining information from callers, providing emergency instructions over the telephone, entering data into the computer-aided dispatch (CAD) system, dispatching fire and emergency medical personnel and equipment, providing telecommunications systems support, and performing other related work as assigned.

The PSRD Trainee Training Program includes Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) protocol certification training. The EMD and EFD certification is a condition of employment.



These positions may require working weekends, holidays and/or assignments including swing, midnight, or other nonstandard shifts. Shifts are currently based on an alternate 9-hour schedule (every other set of days off includes three days off), or an 8-hour schedule (five days a week), based on the needs of the Department. You must be available to work the shift schedule assigned to you by the Department. There is a shift differential payment of \$1.50/hour for swing shift and \$1.75/hour for midnight shifts.

Mandatory overtime will be required during critical incidents or to maintain staffing levels.

Wearing a uniform is required.

San José Fire Department
1661 Senter Road
San José, CA 95112
(408) 794-7000



Information available at:

www.sjfd911.org

To be notified of future vacancies, scroll to the bottom of the page and click the link to join the SJFD Dispatcher Recruitment New Flash Mailing List.

Some photos courtesy of: Craig Allyn Rose
Photography www.emergencyphoto.com

SAN JOSE FIRE DEPARTMENT



PUBLIC SAFETY RADIO DISPATCHER

“Courtesy and Service with Pride”





9-1-1 COMMUNICATIONS

Minimum Qualifications:

- 18 years of age at time of application
- High School Diploma or G.E.D.
- Three years of customer contact experience

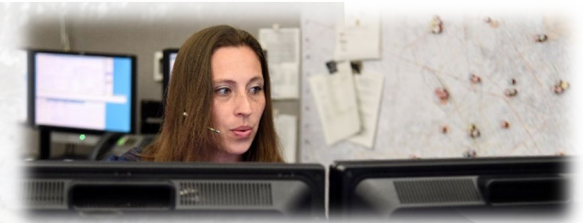
Desirable Qualifications:

- Ability to read, write, spell, and speak in concise English
- Ability to learn correct telephone answering techniques, policies, and procedures
- Ability to follow oral and written instructions
- Ability to learn and interpret maps
- Ability to demonstrate a proficiency in typing and / or keyboard skills
- Oral fluency in Spanish, Tagalog, Russian, Vietnamese, Cantonese, or Mandarin
- Experience as a Public Safety Dispatcher or equivalent
- Experience in utilizing Emergency Medical and / or Fire Protocols

Benefit Information:

Base Salary \$81,036.80- \$98,488.00 (\$72,966.40 during training). *In addition to the salary, employees in the Public Safety Radio Dispatcher Trainee and Public Safety Radio Dispatcher classifications shall also receive an approximate five percent (5%) ongoing non-pensionable compensation pay.

- Paid vacation and sick leave
- Medical, Dental, and vision insurance
- Competitive retirement
- Shift differential
- Bilingual pay
- Tuition reimbursement



Hiring Process:

- Application
- Personal History Questionnaire
- Orientation
- Computer Practical Exam
- Sit-Along
- Background exam
- Selection interview
- Conditional job offer
- Polygraph test
- Psychological / medical screening
- Formal job offer
- SJFD Dispatcher Training
- Completion of probationary period

San José Fire Department Vision:

The San José Fire Department is committed to excellence in public safety. We embrace innovative approaches to meet the evolving needs of our diverse city. We work in partnership with the community to achieve a fire and hazard safe environment.

Join our elite team and begin your career as an emergency dispatcher with the San José Fire Department!

