

HEROES BEHIND THE HEADSETS

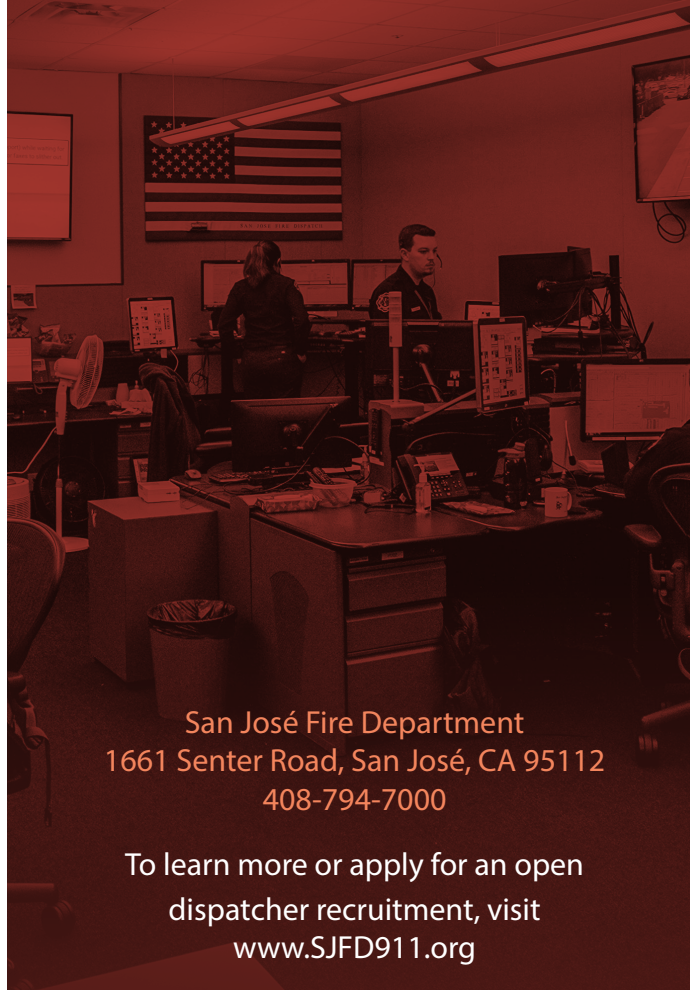


PSRDT Job Description

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 and skills 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 PSRD and retain their employment.

The PSRDT 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.

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



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

To learn more or apply for an open dispatcher recruitment, visit
www.SJFD911.org

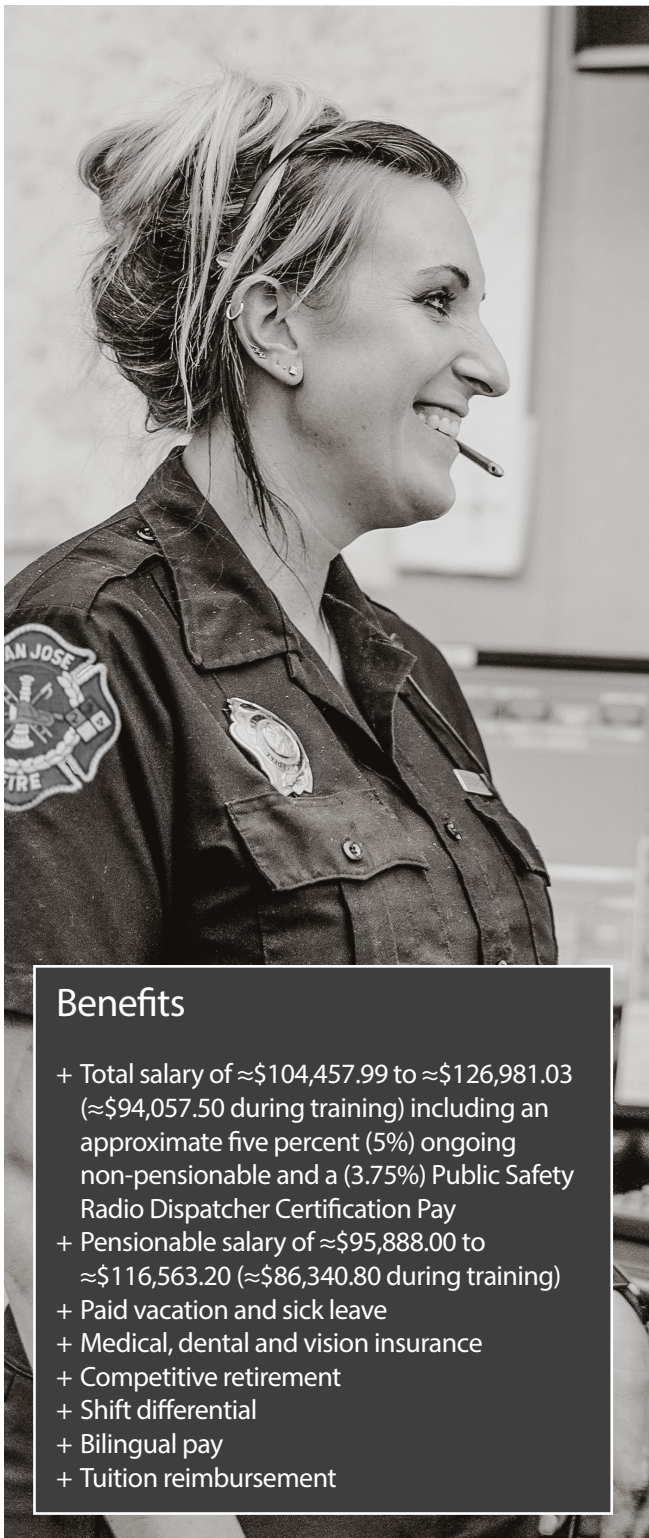
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**PUBLIC SAFETY
RADIO DISPATCHER**

**San José
Fire Department**

RECRUITMENT BROCHURE



Benefits

- + Total salary of ≈\$104,457.99 to ≈\$126,981.03 (≈\$94,057.50 during training) including an approximate five percent (5%) ongoing non-pensionable and a (3.75%) Public Safety Radio Dispatcher Certification Pay
- + Pensionable salary of ≈\$95,888.00 to ≈\$116,563.20 (≈\$86,340.80 during training)
- + Paid vacation and sick leave
- + Medical, dental and vision insurance
- + Competitive retirement
- + Shift differential
- + Bilingual pay
- + Tuition reimbursement

Duties

- Answering emergency and non-emergency telephone calls
- Complying with medical and fire call taking and dispatching policies/protocols
- Obtaining information from callers
- Providing emergency instructions over the telephone
- Entering data into the computer-aided dispatch system
- Dispatching fire and emergency medical personnel and equipment
- Providing telecommunications systems support
- Performing other related work as assigned

Schedule

These positions may require working weekends, holidays and/or assignments including swing, midnight, or other nonstandard shifts. Shifts are based on an alternate nine-hour schedule (every other set of days off includes three days off), or an eight-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 while in training. There is a shift differential payment of \$2.25/hour for swing shift and \$2.50/hour for midnight shifts.

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

Minimum Qualifications

- 18 years of age at time of application
- High School Diploma or G.E.D.
- Three years of experience working in public contact employment or one year of experience receiving, processing, and/or dispatching calls in a radio dispatch or call center.

Basic Knowledge, Skills & Abilities

- Ability to read, write, spell and speak in concise English
- Ability to learn correct telephone answering techniques, policies and procedures
- Ability to follow oral/written instructions
- Ability to learn and interpret maps
- Ability to demonstrate a proficiency in typing and keyboard skills

Desirable Qualifications

- Oral fluency in Vietnamese, Cantonese, Spanish, Tagalog, Russian or Mandarin
- Experience as a PSD or equivalent
- Experience in utilizing Emergency Medical and/or Fire Protocols

Hiring Process

1. Application
2. Personal history questionnaire
3. Orientation
4. Computer practical exam
5. Oral boards
6. Dispatch control room visit
7. Background exam
8. Selection interview
9. Conditional job offer
10. Polygraph test, psychological and medical screening
11. Formal job offer
12. SJFD Dispatcher Academy and training
13. Completion of probationary period

RESPONSIBILITIES

QUALIFICATIONS