



The Department

The Town of Los Gatos and City of Monte Sereno communities have a combined population of about 34,000 residents who enjoy a high quality of life with low crime rates. The Los Gatos Monte Sereno Police Department is comprised of 59 sworn and civilian personnel and over 50 community volunteers. The members of the LGMS Police Department work hard to provide a full range of services and are committed to providing the highest quality service to our residents, businesses and visitors. We are proud of the relationship with our community and are constantly solidifying that relationship through partnerships, collaboration, and our individual contacts. The Police Department's vision include:

- **Building a highly competent, professional police department.**
- **Building community relationships.**
- **Engaging in community problem solving.**

Our ultimate goal is to know everyone in the community.

We encourage you to visit our department website by clicking [here](#) to learn more about the LGMS Police Department.

The Los Gatos-Monte Sereno Police Department Communications Dispatcher (Full -Time)

Applications are accepted and reviewed on a continuous basis.

Salary Range: \$80,413- \$103,834 annually

Plus a comprehensive benefits package.

Placement within the range depends on experience.

The Position

The Communications Dispatcher receives emergency and non-emergency calls from the public; dispatches calls for emergency services; operates various communications equipment; prioritizes calls; dispatches police units and/or refer calls appropriate to the jurisdiction; and performs other related work as required. The Communications Dispatcher initially receives on-the-job training with the goal to possess full proficiency to work a solo-shift without assistance. Within the established guidelines, the Communications Dispatcher exercises independent judgment under emergency conditions on matters involving the potential loss of life or property. Incumbents are required to work various shifts associated with 24-hour, 365-day operations. Shift work on Saturday, Sunday, and holidays are normal working conditions of this job. To view the full job description click [here](#).

Examples of Duties:

- Obtains essential information from reporting parties about the nature of the emergency;
- Operates telephone, radio and telecommunications equipment;
- Enters control codes and searches files to research and provide information;
- Assesses urgency of call and provides communications support to units in the field;
- Enters, updates and monitors information such as time assignment, en route time, arrival, clearance, and other related information for each emergency and non-emergency event;
- Maintains access to and the security of highly sensitive materials;
- Answers non-emergency questions and provides information to the public.



Minimum Qualifications

- ◆ Graduation from high school or equivalent
- ◆ Two (2) years general office experience
- ◆ Successful completion of the California Commission on POST 80 hour dispatcher academy may be substituted for the two (2) year experience requirement
- ◆ Availability to work irregular hours and to report to duty on short notice

Ideal Candidate Competencies

- ◆ Demonstrates excellent customer service skills
- ◆ Ability to use good judgment and clear thinking during stressful situations
- ◆ Displays high standards of ethical conduct and respect for the confidentiality of the Police Department interactions. The nature of the work generated in the Police Department is considered highly confidential.
- ◆ Works well under pressure and can successfully handle multiple requests simultaneously
- ◆ Is an exceptional communicator who expresses ideas clearly and concisely both orally and in writing
- ◆ Is self-starter with high energy who can work productively and independently for long periods of time
- ◆ Committed to providing the highest quality of service to the LGMS communities

Application and Selection Process

All applications will be accepted through NEOGOV on a continuous basis with periodic application screening.

Only the most qualified applicants with the most relevant experience and education will be invited to continue in the selection process. Meeting the minimum qualifications does not guarantee continuation in the process.

To be considered for this career opportunity, you must first complete the CritiCal Pre-Employment Test ([more info](#)) and submit the result with your application materials. Applicants are responsible for any associated test fees, and must contact the testing agency directly to schedule. To view test information and upcoming test dates, please click [here](#).

The testing process may include, but is not limited to: phone interview, personal history questionnaire, oral panel interview, and an interview with the Chief.

Please note: Final candidates for the position will be subject to a thorough background investigation including, but not limited to: criminal history, Department of Justice fingerprinting, medical exam including drug screen, polygraph, and psychological exam.

Compensation and Benefits \$80,413—\$103,834 annually

Retirement: Public Employees' Retirement System 2% @ 60 plan for qualified "classic employees" as defined by CalPERS; 2% @ 62 plan for "new members."

Health Care: The Town provides a generous employer contribution toward the purchase of medical, dental, and vision coverage.

Cash-in-Lieu: Employees may waive coverage and receive up to \$400 per month.

Advanced Post Certificate: Additional 5% premium pay.

Income Protection: \$50,000 Town-paid term life insurance (option to purchase supplemental employee and dependent life insurance) and short- and long-term disability insurance.

Paid Leaves: 10 days vacation accrual; 12 days sick accrual; 3 days personal leave; and an 88 hour holiday bank per calendar year.

Section 125 Flexible Spending Accounts: Voluntary pretax employee contributions up to \$2,650 for health care expenses and up to \$5,000 for dependent care expenses per year.

Deferred Compensation: The Town offers an optional 457 Plan through ICMA.

Employee Assistance Program: Counseling and additional work/life services.

The Town of Los Gatos is an Equal Opportunity Employer (EOE). Reasonable accommodations: Please call (408) 399-5739 at least five (5) days in advance of the selection process. The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.