

## ABOUT THE CITY

The City of Pinole is located in the San Francisco Bay Area, on the shores of San Pablo Bay in West Contra Costa County. Interstate-80, which traverses the City, connects the San Francisco/Oakland metropolitan area with Sacramento and points east. Pinole is linked to central Contra Costa County including the cities of Martinez, Concord, and Pleasant Hill by State Route 4, which begins just north of the City and connects with Interstate-680.

The City of Pinole has a land area of more than four square miles; much of the land has gently rolling hills with steeper hills paralleling on the north and south. Elevation in the City ranges from sea level to 500 feet above sea level.

## Application & Examination Process

You may obtain an application by visiting City Hall (2131 Pear Street) during regular office hours or by visiting our website ([www.ci.pinole.ca.us](http://www.ci.pinole.ca.us)).

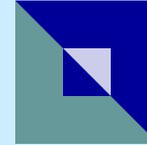
Your original application must be received in Human Resources by the final filing deadline, unless the position is listed as a CONTINUOUS recruitment— **faxes, emails, and post-marks are not acceptable**. You may supplement your application with a resume, but a resume alone will be rejected. Deliver or mail your application to Pinole City Hall, 2131 Pear St., Pinole, CA 94564.

Applicants appearing to have the best combination of training and experience will be invited to participate in the examination process. The examination process may consist of any of the following: written exercise, aptitude test and/or oral interview. The City reserves the right to utilize alternative testing methods if deemed necessary.

Appointment is subject to passing pre-employment screening services.

**The final filing deadline for this position is:**

**Continuous**



The City of Pinole,  
California  
Invites Applications  
for

**Police  
Dispatcher**

**(PROVISIONAL)**

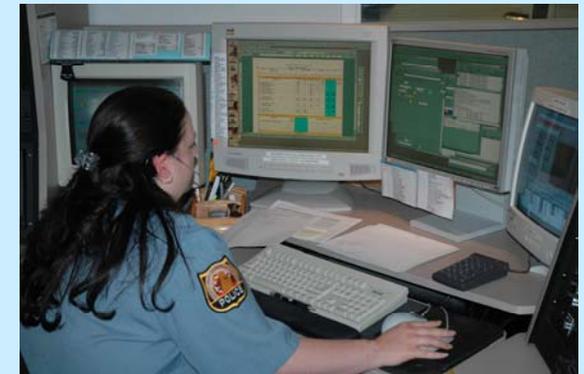
## Police Department



### our mission:

the protection of **life** and **property**, through exemplary customer service to the community, in accordance with strict adherence to the Law Enforcement Code of Ethics.

This mission shall be accomplished by providing **fair and equal treatment** to all persons.



## The Department

The Pinole Police Department is comprised of 27 sworn and 15 civilian positions, including Dispatchers, and consists of Field Operations, Criminal Investigations Division, Crime Prevention Unit, Communications, Records, and Property and Evidence.

## The Position

Owned and operated by the City of Pinole, the West Bay Communications Center is the Public Safety Answering Point (PSAP) for dispatching police services to Pinole and Hercules. Dispatchers will answer and evaluate telephone calls received and forward information in a concise format to patrol officers and allied agencies.

Dispatchers serve as a liaison with outside agencies, forwarding information when directed and disseminating information received. Dispatchers are also responsible for police radio communications, computer input of calls and unit statuses, and queries/entries into local, State and Federal computer databases and other tasks as assigned.

Customer service is our top priority.

## Dispatcher Experience

- A high school graduate or equivalent and have one year of work experience, preferably involving dealing with the public. A lateral applicant with a P.O.S.T. Public Safety Dispatcher Certificate **OR** a P.O.S.T. Public Safety Dispatch Basic Course Completion Certificate is desirable.
- Able to assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Well informed of techniques for effectively dealing with and solving problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.
- Able to memorizing codes, names, street locations and other information.
- Knowledgeable of standard office practices and procedures, including records management and the operation of standard office equipment.
- Knowledgeable of business letter writing, standard format for correspondence and reports, correct English usage and business arithmetic.

**Dispatchers will enjoy:**

**An hourly base salary of:**

**\$27.2709—\$33.1481**

**Sick Leave Eligibility:** You will receive the greater of 3 days or 24 hours of sick time after the first 90 days of employment.

**Flexible Scheduling:** the ability to select shifts to work without being tied to a set schedule.

