



The County of San Bernardino
invites application for the position of

Supervising Dispatcher (CONFIRE)

Job Number: 20-44814-02

SALARY

\$25.45 - \$34.97 Hourly \$4,411.33 - \$6,061.47 Monthly \$52,936.00 - \$72,737.60 Annually

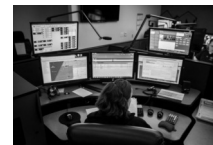
APPLY BY: 01/08/21 05:00 PM

Applicants are encouraged to apply online: <http://www.sbcounty.gov/jobs>

THE POSITION

On behalf of CONFIRE JPA,
the County of San Bernardino is recruiting for the position of
Supervising Dispatcher.

EXCELLENT BENEFITS Package includes retirement, health, vacation, & much, much more!!



CONFIRE JPA is recruiting for **Supervising Dispatchers** to oversee shift dispatch operations in an emergency services call center. Call Centers are located in Rialto and in Hesperia. This position supervises Emergency Service Dispatchers and Call Takers, provides guidance and direction on emergency and non-emergency situations, and ensures compliance with policies and procedures.

To learn more about CONFIRE, click here!

CONDITIONS OF EMPLOYMENT

Certification: Must possess and maintain a valid CPR certification and an Emergency Medical Dispatch (EMD) certification.

Work Hours: Positions in this class may work 8-, 10-, or 12-hour shifts as assigned, to meet the needs of the department.

Work Availability: Must be able to work rotating shifts, weekends, and holidays.

Travel: Travel within and outside the County may be required. A valid California driver license and proof of automobile liability insurance must be provided at time of hire and maintained throughout employment.

MINIMUM REQUIREMENTS

Certification: Possession of current Emergency Medical Dispatch (EMD) and CPR certifications.

--AND--

Experience: Three (3) years experience as an emergency services dispatcher in a public safety dispatch center, utilizing a computer-aided dispatch (CAD) system, in support of public safety responders.

Substitution: Thirty (30) semester (45 quarter) units of college coursework in Emergency Management, Public or Business Administration, Police, Fire Safety, or other relevant field may substitute for up to one (1) year of the required experience.

NOTE: *Ensure your work history clearly details qualifying responsibilities, including specific CAD experience in an emergency environment and lead worker experience.*

DESIRED QUALIFICATIONS

The ideal candidate will possess strong and confident communication skills, excellent relationship-building abilities, and an accessible leadership style. An honest and ethical leader, capable of garnering the trust and respect of colleagues, employees and the public, as well as a commitment to creating a culture of collaboration, teamwork, and trust are also highly desired.

SELECTION PROCESS

There will be a **competitive evaluation** of qualifications based on the information provided in the Application, as well as the Supplemental Questionnaire. You are encouraged to include detailed descriptions of your qualifying experience and skills, as only the most highly qualified applicants will be referred to the Department. In the event of a large number of qualified candidates, a written examination may be conducted.

All communications regarding the recruitment process will be via e-mail. Applicants are encouraged to **check their e-mail frequently** to learn additional information regarding this recruitment. Check your GovernmentJobs account for notifications. Update your firewalls to allow e-mails from San Bernardino County through governmentjobs.com. Update your Spam, Junk, and Bulk settings to ensure it will not spam/block/filter communications from e-mail addresses with the following domain: "@hr.sbcounty.gov". Finally, be sure to keep your personal information updated. Taking these steps now will help ensure you receive all communications regarding this recruitment.

Please click [HERE](#) for important Applicant Information and the County Employment Process.

Application Procedure: To be considered for this excellent opportunity, please complete and submit the online employment application and supplemental questionnaire by the deadline. *Resumes will not be accepted in lieu of the application and/or supplemental questionnaire.*

To ensure timely and successful submission of your online application, please allow ample time to complete and submit your application before the posted filing deadline. Applicants will be automatically logged-out if they have not submitted the application and all required materials prior to the posted deadline. Once your application has been successfully submitted you will receive an onscreen confirmation and an email. We recommend that you save and/or print these for your records. *Please note: if you do not receive an onscreen confirmation and an email acknowledging our receipt of your application, we have not received your application.*

If you require **technical assistance**, please click [HERE](#) to review the Government Jobs [online application guide](#), or contact their Toll-Free Applicant Support line at (855) 524-5627. Please note that Human Resources is not responsible for any issues or delays caused by the internet connection, computer or browser used to submit the application.

The Human Resources Department reserves the right to modify the examination process in accordance with the Personnel Rules and accepted selection practices.

Applications may be obtained and filed online at: <http://www.sbcounty.gov/jobs>

(909) 387-8304 • TTY Users: 711

157 West Fifth Street, 1st Floor, San Bernardino, CA 92415

An Equal Employment Opportunity and ADA Compliant Employer

Issue Date: 12/19/20 WC

Supervising Dispatcher (CONFIRE) Supplemental Questionnaire

- * 1. I **qualify** for this position with:
 - ☐ 3 or more years in a public safety dispatch center utilizing a CAD system.
 - ☐ 2 years as above plus 30/45 units of related college coursework.
 - ☐ other experience than above.
 - ☐ None of the above.
- * 2. My **qualifying employer** is:
- * 3. **I am available and willing to work all shifts:** day, night, weekend, rotating, swing. I understand that checking "NO" will remove me from this testing process and I will need to reapply at a later date when I am available for all shifts. I further understand that refusal to work an assigned shift will remove me from this process and/or terminate my position/employment.
 - ☐ Yes, I am available and willing to work all shifts.
 - ☐ No, I am not available and/or willing to work all shifts at this time.
 - ☐ None of the above.
- * 4. **I am available and willing to work various shifts.** I understand that checking "NO" will remove me from this testing process and I will need to reapply at a later date when I am available for the indicated work hours. I further understand that refusal to work the assigned hours will remove me from the list and/or terminate my position/employment.
 - ☐ Yes, I am available and willing to work 8-, 10-, or 12-hour shifts, to fulfill the needs of the assignment.
 - ☐ No, I am not available and/or willing to work various shifts at this time.
 - ☐ None of the above.
- * 5. **I understand this position requires me to participate in "On-Call" rotation** to provide coverage as needed. I understand that refusal to be available for on-call will remove me from this process and/or terminate my position/employment.
 - ☐ I understand, and am willing and available for on-call.
 - ☐ I understand, and am not willing or available for on-call.
 - ☐ None of the above.
- * 6. **EMD & CPR Certifications:** Indicate your possession of current certifications. Be sure to attach copies, and list these certifications on your application.
 - ☐ EMD Certification
 - ☐ CPR Certification
 - ☐ Other related certifications
 - ☐ None of the above.
- 7. **Certifications:** Indicate your possession of other certifications related to emergency dispatch (i.e., DMV, POST, etc.). Include title of certificate and issuing agency.
- * 8. **Computer-Aided Dispatching (CAD)/911 Experience:** Indicate your experience of **at**

least 1 year in the following areas:

- ☐ Fire Agency 911
- ☐ Fire Agency Dispatch
- ☐ Law Enforcement 911
- ☐ Law Enforcement Dispatch
- ☐ Ambulance Dispatch
- ☐ Emergency Communications Center
- ☐ None of the above.

9. **Education/Coursework:** If you possess a related degree, *attach a copy of the degree or unofficial transcripts*, indicate degree information below, and ensure the Education section of your application is updated. If you do not possess a qualifying degree, list your completed coursework and be sure to include the following: School, Course Title, Course Number, and Number of Sem/Qtr Units. (Ex: SBVC, Intro to Business, BUS101, 3 sem units.)

- * 10. **Lead Worker/Supervisory Experience:** Indicate your lead worker or supervisory experience:

- ☐ I have Lead Worker experience, reviewing and assigning work.
- ☐ I have limited Supervision experience, reviewing and assigning work, and determining schedules.
- ☐ I have full-scope Supervisory experience, including WPE's, disciplinary actions, scheduling, and reviewing and assigning work.
- ☐ None of the above.

- * 11. **Applicant Acknowledgement - Notification via email:** As part of our efforts to increase efficiency and promote conservation of resources, human resources uses email to communicate with applicants. Therefore, all future communications regarding this recruitment, including applicant status and testing notifications, will be made via email. Each applicant needs their own email address. We strongly encourage you, as an applicant, to ensure that the email address you have provided us with your application is current, secure, confidential, and readily accessible to you. Adjust Spam and/or other filters so that our emails are accepted. Please carefully read any notices that we send you and follow any instructions provided in a timely manner. *We will not be responsible in any way if you do not receive our emails (i.e., for the non-delivery of our emails or if you fail to check your e-mail on a timely basis).*

- ☐ I acknowledge that I have read, understood, and agree to the above.

- * 12. **Applicant Acknowledgement - Application Complete:** Thank you for taking the time to complete this application and supplemental questionnaire. Please be sure to review all information provided prior to submitting it as you cannot update or revise it once submitted. Your submitted application will be reviewed and evaluated as is. Please do not refer to a resume or other documentation in lieu of completing the employment history section or responding to the supplemental questions; they will not be reviewed or considered.

Once your application has been successfully submitted, you will receive an onscreen confirmation and an email confirmation will be sent to the email address listed on your application. We recommend that you save and/or print these for your records. *Please note: if you do not receive an onscreen confirmation and an email acknowledging our receipt of your application, we have not received your application.*

- ☐ I acknowledge that I have reviewed my application and understand that I will not be able to update or revise any part of it once submitted.

- * 13. ****ATTENTION GMAIL USERS****

We have become aware of an increase in Gmail's spam filter sensitivity. Due to this change, it is possible that emails coming from San Bernardino County Human Resources may be marked as spam and will not make it into your Gmail inbox.

For your convenience, the attached PDF document contains a step-by-step guide to create and apply filters within Gmail. Click this link to [download the PDF file](#). Once downloaded, follow the instructions so that you will receive future emails from San Bernardino County Human Resources.

Note: If you apply the filters and still do not receive emails from San Bernardino County Human Resources you can check your www.governmentjobs.com (Neogov) account inbox. All notifications will appear there.

☐ I understand

* Required Question