



NOW HIRING A Communications Dispatcher

THE AUTHORITY:

REDCOM is located at the Sonoma County Sheriff's Office (SCSO) in Santa Rosa, California. REDCOM is equipped with a state-of-the-art computer aided dispatch (CAD) system, with multiple monitors at individual consoles, and functional ergonomic furniture. Currently, REDCOM is staffed with 18 full-time dispatchers and seven part-time dispatchers who work 12-hour shifts, managing an estimated 123,000 calls for help per year. REDCOM dispatchers are a unique group of individuals who work in an exciting and challenging environment and thrive on a fast-paced workload. During the probation period (6 months), the new hire will receive efficient training and learn how to effectively manage emergency situations.

THE POSITION:

REDCOM is seeking a friendly, sympathetic, dependable, and proactive Communications Dispatcher. The Communications Dispatcher executes the handling of emergency and non-emergency calls within a 24/7 dispatch center. The incumbent triages 911 calls for fire and Emergency Medical Services (EMS), determines the appropriate response level, and efficiently dispatches resources. We are currently creating an eligibility list for future openings.

This recruitment is for Entry-level Fire and Emergency Medical Services (EMS) dispatchers. All applicants meeting the minimum criteria will be asked to take an online interactive examination called CitiCall. In addition to the exam, applicants will be asked to show a minimum typing speed of 40 words per minute. (Lateral applicants desired) Incumbents are expected to acquire greater skills over time and eventually perform all duties of the position fully, competently, and independently. The duties involve and are not limited to receiving and triaging 911 emergency calls for fire and EMS, monitoring radio traffic, and fulfilling OES, CALFIRE, and USFS work orders for out-of-county Strike Teams and Task Forces.

QUALIFICATIONS:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Possession of a High School diploma or Equivalent (GED) required, and must be 18 years of age.

Experience: Must have a minimum of six months of prior work experience with phone and customer service duties, and at least two years of progressive experience within a high-profile EMS or Fire dispatch system preferred.

License and Certifications:

- Valid certification of Health-care provider CPR, ICS: 100, 200
- Color Vision: Must be able to distinguish and identify colors
- Pass security clearance with the Sheriff's Office and employer background check.



IDEAL CANDIDATE:

The ideal candidate will:

- Be able to keep calm and patient with members of the public in stressful or volatile situations.
- Exercise sound independent judgment, discretion, maturity, impartiality, and professionalism.
- Be skilled in interpersonal relations with excellent ability to listen and understand, diffuse situations, and build relationships.
- Demonstrate empathy and compassion towards those in contact with at work.
- Be a highly disciplined dispatcher demanding a high moral compass.
- Interact comfortably and effectively with a diverse population of individuals from all socioeconomic backgrounds both orally and in writing.
- Possess strong communication skills when interacting with co-workers and other public service agencies.
- Being bilingual is highly desirable.

BENEFITS:

Medical: Gold or Platinum Kaiser, REDCOM pays 85% of eligible level of coverage

Dental: Employer pays 25% of all levels of coverage

Vision: Employer pays 50% of all levels of coverage

Retirement: 401a 5% match of employee 457 deferrals paid quarterly

Paid Time Off (PTO): Based on years of employment from 126-252 hours per year

Night shift differential: \$2.50 per hour 1900-0700

Generous Holiday, Sick, and Vacation Leave Accruals

Work schedule: full-time dispatchers

HOW TO APPLY

Qualified candidates are invited to apply by submitting a focused resume detailing their recent experience and demonstrated career accomplishments relevant to this position, along with their completed application to:

Apply@muchmorethanconsulting.org.

Documents should be in PDF or Word format. All materials must be included to be considered as a candidate.

**This position is
OPEN UNTIL FILLED**

REDCOM is not responsible for the failure of internet forms or email in submitting your application. Candidates with a disability who may require special assistance in any phase of the recruitment process or have questions about the position should contact Danielle Oliveira from Muchmore Than Consulting danielle@muchmorethanconsulting.org.

**SCAN QR CODE TO
COMPLETE APPLICATION:**

**RECRUITMENT
SERVICES PROVIDED
BY:**

