

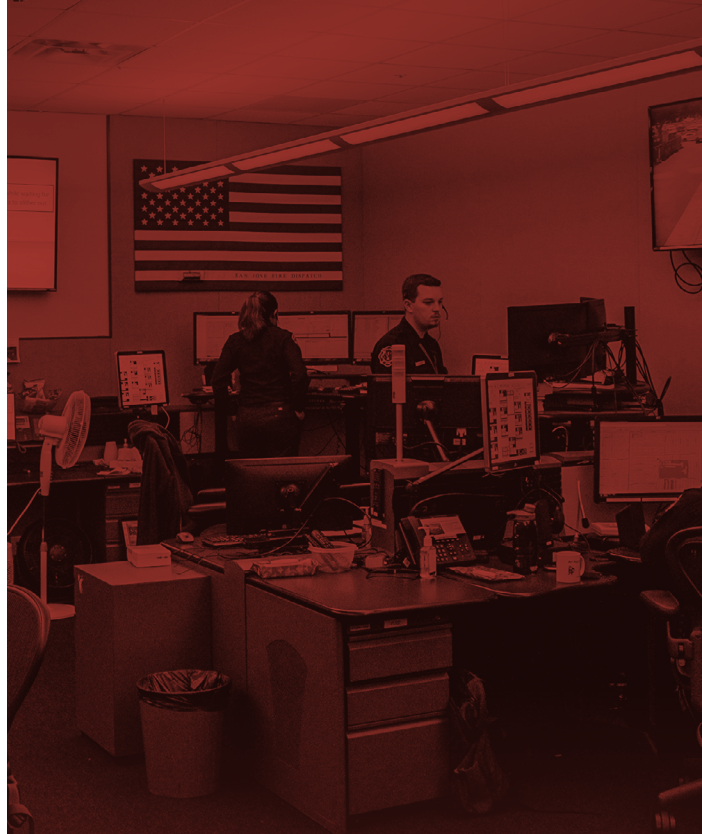


## **Public Safety Communication Specialist Job Description**

Public Safety Communication Specialist (PSCS) is a journey-level classification for a career in public safety call taking within the City of San José. As a PSCS, you are provided with formal training to develop the knowledge and skills necessary to perform the full range of public safety call taking functions. Training includes classroom-based academic and on-the-job training. You must successfully complete all formal academic and on-the-job training to retain employment.

The PSCS training program includes Emergency Medical Dispatch (EMD) and Emergency Fire Dispatch (EFD) certification training. The EMD and EFD certification is a condition of employment.

**Join our exceptional team  
and begin your career  
as an emergency  
call taker 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](http://WWW.SJFD911.ORG)**

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**PUBLIC SAFETY  
COMMUNICATION  
SPECIALIST**

**SAN JOSÉ  
FIRE DEPARTMENT  
RECRUITMENT BROCHURE**



## Benefits

- + Total salary of \$91,837.20 to \$111,602.40 including an approximate five percent (5%) ongoing non-pensionable pay
- + Pensionable salary of \$87,464.00 to \$106,288.00
- + Competitive retirement
- + Medical, dental and vision insurance
- + Paid vacation and sick leave
- + Shift differential and bilingual pay
- + Tuition reimbursement
- + Annual uniform allowance not exceeding \$500 (pending approval)

## Hiring Process

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

## RESPONSIBILITIES

### Duties

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

### Schedule

This position 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. After training, your schedule will be subject to administrative assignments as needed and the shift bidding process.

There is a swing shift differential pay of \$2.25/hour and night shift of \$2.50/hour.

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

## QUALIFICATIONS

### Minimum Qualifications

- 18 years of age at time of application
- Successful completion of high school or equivalent (GED or California Proficiency Certificate); **AND**
- One (1) year of experience working in public contact employment defined as customer service, a call center, or a closely related field where substantial face-to-face or over-the-phone contact was made with the public; **OR**
- Completion of the California Commission on Peace Officer Standards and Training Public Safety Dispatchers' Basic Course may be substituted for the one (1) year of required experience

### 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 and written instructions
- Ability to learn and interpret maps
- Ability to demonstrate a proficiency in typing and keyboard skills

### Desirable Qualifications

- Oral fluency in Cantonese, Korean, Mandarin, Persian, Russian, Spanish, Tagalog, or Vietnamese
- Experience as a Public Safety Communication Specialist or equivalent
- Experience in utilizing Emergency Medical and/or Fire Protocols