

Placer County Sheriff's Office invites applications for

# DISPATCH SERVICES SUPERVISOR

Annual Base Salary: \$84,739 – \$105,810 plus a comprehensive benefits package

*\*Annual salary at appointment based on qualifications and experience.*





## THE OPPORTUNITY

This is an extraordinary career opportunity to join a progressive and innovative County located in scenic Northern California. Placer County is an award-winning organization. The County seeks to attract highly qualified candidates for consideration that bring credibility, passion, and an innovative approach to the delivery of services to the community.

The Placer County Sheriff's Office dispatch center is located in beautiful Auburn, California, less than two hours away from Reno/Tahoe or San Francisco. The dispatch center features full sit-to-stand ergonomic workstations, a locker room, a full kitchen, a quiet room, a balcony with BBQ, skylights, and second-story views from wall-to-wall windows. The center provides dispatch services for law enforcement, fire, and medical. Dispatchers are trained to provide lifesaving instructions over the phone through Emergency Medical Dispatch (EMD).

## COUNTY GOVERNANCE AND ORGANIZATION STRUCTURE

The County is governed by a five-member Board of Supervisors elected to four-year terms by voters within their respective districts. This governing structure has nearly all non-elected Department Heads reporting to the County Executive Officer. The County's budget for FY 2022/2023 is \$1.02 billion with a current staff of approximately 2,700 funded positions.

## PLACER COUNTY AND THE REGION

Placer County is a prosperous community characterized by a healthy and diverse economy, attractive business environment, and residents who benefit from high-quality education, safety, and healthcare infrastructure, in addition to a wide variety of outstanding recreational opportunities. The government center of Placer County (located in Auburn) is 30 miles northeast of Sacramento, the State capital.

Breath-taking scenery, a rich history, year-round recreation – and Lake Tahoe – need we say more? Those are just some of the reasons more than 400,000 people call Placer County home (Auburn, Colfax, Lincoln, Loomis, Rocklin, and Roseville) and hundreds of

thousands more come to visit us each year. Encompassing 1,506 square miles, Placer County is part of the greater Sacramento region, which also includes the counties of El Dorado, Sacramento, Sutter, Yolo, Nevada, and Yuba. Lake Tahoe is a short 90-minute drive from the westernmost points of the County. We boast the best schools, the best outdoor recreation, and the most beautiful views you'll find anywhere, but we also are home to amazing art, award-winning wines, craft breweries, and agriculture, and have a tremendously strong heritage as the home of California's Gold Country. It's a way of life we call the Placer Life.

Stretching over one hundred miles, from the breathtaking vistas of the truly one-of-a-kind Lake Tahoe down through the verdant foothills of the Sierra Nevada Mountains to the lush Sacramento Valley, Placer County encompasses

some of the most beautiful and diverse scenery in Northern California. The County has three distinct geographic regions: the Valley, the Gold Country, and the High Country. The Valley is the most urbanized of the three regions in terms of population and overall commercial development.

The Gold Country's picturesque farmland and Gold-Rush era towns dot oak-covered foothills, while the Sierra Nevada Mountains feature majestic forests, craggy peaks, and pristine alpine lakes.

Placer County is consistently ranked first for its quality of life and among the top healthiest counties in California. Home to Sierra College and William Jessup University, with plans for two additional universities to develop in the western part of the County, Placer also offers exceptional outdoor recreation opportunities and scenic open spaces. A wide range of housing options exist in the County including multi-family, small-lot suburban and urban residential projects, ranchettes, larger rural residential properties and extensive farmlands with a mix of farming and ranching opportunities.

Outdoor recreation activities in Placer County are abundant all year long from hiking and biking, to horseback riding, rafting on rivers, snowshoeing and skiing. Placer County has a strong heritage as part of California's Gold Country and is considered the Gateway to the Sierra.

## THE POSITION

The Dispatch Services Supervisor will plan, organize, direct, and supervise public safety dispatch operations within the Sheriff's Office. Typical responsibilities for this position include:

- Recommend and implement unit goals and objectives; establish schedules and methods for a central communications dispatch center; draft for approval and implement policies and procedures.
- Plan, prioritize, assign, supervise and review the work of staff involved in public safety dispatch.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities; prepare and maintain radio and phone logs, including incident logs; and preparation and maintenance of other reports and records; prepare Fire Department communication statistics as required.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; materials and supplies as needed; monitor and control expenditures; coordinate and develop agreements for communication services for all contracted Fire Departments.
- Participate in the selection of staff; supervise assigned Dispatch staff; direct training and staff development in coordination with the Dispatch Services Manager; prepare first line supervisory dispatch performance evaluations and oversee preparation of line staff evaluations; recommend discipline; implement discipline procedures as directed.
- Make minor repairs to the communications system; analyze system problems and refer significant failures to the proper source of service; consult with vendors regarding communications equipment and techniques; coordinate vendor purchases; assist in systems analysis and make recommendations for efficiency.
- Administer the 911 public safety answering point (PSAP) and the computer aided dispatch system; conduct billing for 911 system; work closely with the Dispatch Services Manager to ensure system consistency throughout the county; work closely with Department management staff to procure and maintain dispatch equipment and technology.

- Supervise training activities of assigned work unit or section; train first-line supervisory staff; ensure that new personnel are trained in the systems and procedures related to the communications functions including operation of the dispatch system; troubleshoot problems and respond to questions and inquiries from other Department staff; may be required to provide relief dispatching, as necessary..
- Represent the Placer County Dispatch unit to outside agencies and organizations as directed by higher level management staff; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Research, collect data, and prepare statistical, technical and administrative reports as required; prepare written correspondence; participate in the preparation of procedural manuals for dispatch staff.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary.
- Provide back-up to Dispatch Services Manager as required.

## THE IDEAL CANDIDATE

The best-qualified candidates will possess four years of increasingly responsible experience in public safety dispatch within a 911 communications center, including one year of lead or supervisory experience. Plus, the equivalent to the completion of the twelfth grade supplemented by college course work in criminal justice or a related field is desired.

## COMPENSATION AND BENEFITS

**Salary:** The annual base salary range for this unclassified management position is \$84,739 – \$105,810.

**Cafeteria Plan:** CalPERS Miscellaneous employees are eligible for a 6% and Safety employees a 5% of salary an employer contribution to offset pre-tax benefit premiums under the County's cafeteria plan, which includes health, dental, vision, and supplemental AD&D premiums (pretax), Default is cash (taxable).

**Vacation:** Employees accrue 10 – 25 days of vacation annually based on years of service.



**Holidays:** 13 paid holidays/year, one of which is a floating holiday. Pro-rated for part-time employees. Employees hired after July 1st will not receive the floating holiday until the following year.

**Sick Leave:** 12 paid days/year.

**Deferred Compensation:** Voluntary 401(k) and 457 deferred compensation programs are available through payroll deductions.

**Health, Dental and Vision Insurance:** Health coverage is available through CalPERS with the County paying 80% of the selected plans total premium for the employee. Dental and Vision insurance are fully paid by the County for the employee; the employee pays the premium for dependents.

**Life Insurance:** County-paid \$50,000 life insurance and \$10,000 Accidental Death & Dismemberment policy are provided at no cost to the employee. Supplemental coverage is available for purchase for the employee and qualified dependents for both plans.

**Retiree Medical:** Employees hired prior to January 2, 2005 receive the same County medical contribution as active employees upon retirement with five years of CALPERS service credit. Employees hired after January 2, 2005 receive 50% of the County medical contribution upon retirement with ten years of CalPERS service credit, including five years of Placer County service. Employees receive an additional 5% of the County medical contribution for each additional year of service up to 20 years.

**Retirement Plans:** Employees are covered by Social Security and the California Public Employees Retirement System (CalPERS). Placer County has three pension tiers for miscellaneous members, 2.5% at 55, 2% at 55 and 2% at 62. The tier an employee is placed in is dependent upon hire date and CalPERS membership date.

Beginning January 1, 2013, all new hires to Placer County who have not been members of CalPERS within the last six months will generally be placed in the 2% at 62 formula. Both the employer and employee contribute 6.2% into Social Security and 1.45% into Medicare.

## APPLICATION PROCESS

To be considered for this excellent career opportunity, please submit a completed application and resume via the County's website at [www.JobsAtPlacerCounty.com](http://www.JobsAtPlacerCounty.com).

Appointment to this position will be contingent upon the successful completion of a post-offer pre-employment background investigation, which may include a fingerprint clearance and a pre-employment medical examination.

## SELECTION PROCESS

An application appraisal screening will be conducted to select a reasonable number of the best-qualified candidates who will be invited to an interview. The interviews will be used to appraise the education, experience, and personal qualifications of each best-qualified applicant.

For additional information about Placer County please visit the website at [www.placer.ca.gov](http://www.placer.ca.gov).

Thank you for your interest in employment with Placer County. Placer County is an equal opportunity employer and is committed to an active nondiscrimination program. It is the stated policy of Placer County that harassment, discrimination, and retaliation are prohibited and that all employees, applicants, agents, contractors, and interns/volunteers shall receive equal consideration and treatment. All terms and conditions of employment, including but not limited to recruitment, hiring, transfer, and promotion will be based on the qualifications of the individual for the positions being filled regardless of gender (including gender identity and expression), sexual orientation, race (including traits historically associated with race, including, but not limited to, hair texture and protective hairstyles such as braids, locks, and twists), color, ancestry, religion (including creed and belief), national origin, citizenship, physical disability (including HIV and AIDS), mental disability, medical condition (including cancer or genetic characteristics/information), age (40 or over), marital status, military and/or veteran status, sex (including parental status, pregnancy, childbirth, breastfeeding, and related medical conditions), reproductive health decision making, political orientation, or any other classification protected by federal, state, or local law. Please contact the Human Resources Department at least 5 working days before a scheduled examination if you require accommodation in the examination process. Medical disability verification may be required prior to accommodation.

