RIVERSIDE COUNTY HUMAN RESOURCES
INVITES APPLICANTS FOR

Sheriff 911 Communications Officer I

Riverside County Sheriff's Department

Salary: (approximate)
$15.97 to $21.96 Hourly
$2,769 to $3,807 Monthly

HIRING/RETENTION BONUS

In addition to their regular salary, the Riverside County Sheriff's Department provides Sheriff 911 Communication Officers a Hire/Retention Bonus in the amount of $16,000, paid over a five year period.*

PAYMENT SCHEDULE

Upon Hire $800			
Six Months Service	$800	36 Months Service	$3,200
12 Months Service	$1,600	48 Months Service	$3,200
24 Months Service	$3,200	60 Months Service	$3,200

*Hire/Retention Bonus for Qualified Candidates Only

RECRUITMENT INFORMATION

This recruitment is being conducted to fill countywide openings in the Sheriff's Department. Applicants with little or no law enforcement dispatch experience will be hired at the entry level position. Applicants hired at the entry level will be promoted to the next higher level upon completion of the promotional process and with a satisfactory work performance record (typically one year). Additionally, once hired at the entry level, employees must be able to complete a twenty (20) week intensive hands-on training program, in addition to attending a 120 hour (employer paid) P.O.S.T. Certified Basic Dispatch Academy.

POSITION INFORMATION

The Sheriff's Department is seeking qualified candidates to answer emergency 911 calls from the public requesting assistance. **This is an opportunity for you to help in a meaningful way to make a real difference in situations where there is an urgent need for law enforcement assistance.** Sheriff 911 Communications Officers must obtain essential information from callers; determine the location and dispatch appropriate emergency units via two-way radio. They must also remain calm under adverse, stressful conditions and communicate accurately and effectively.

Highly qualified candidates must possess qualities such as: flexibility, critical thinking skills, compassion, emotional health and maturity, excellent oral communication skills, the ability to deal with agitated citizens and maintain composure. These positions are unique, challenging, rewarding, and require intense concentration, good judgment and the ability to work at a rapid pace.

REQUIRED QUALIFICATIONS

One year of experience involving a substantial amount of public contact, preferably in a public safety agency. Sufficient skill in typing to complete 35 net words per minute.

Candidates must be able to work any shift assignments including holidays, weekends, and overtime.

SELECTION PROCEDURE

The complete selection process will consist of the following: (1) A computerized typing test with minimum 35 net words per minute, and (2) a computerized multi-tasking CritiCall exam, including the following modules: (a) Verbal Ability (including written and oral comprehension; written expression, (b) Reasoning Ability, (c) Memory Ability, (d) Perceptual Ability and Time Sharing. Candidates who are successful in passing the typing and CritiCall exams will be referred to the Background Process.

ALL CANDIDATES MUST COMPLETE AN EXTENSIVE BACKGROUND INVESTIGATION, INCLUDING FINGERPRINTING, POLYGRAPH, AND A PRE-EMPLOYMENT PHYSICAL EXAM. CANDIDATES WITH ON-GOING NEGATIVE CONTACTS WITH LAW ENFORCEMENT WILL NOT BE CONSIDERED FOR HIRE.

To schedule an assessment, contact the Human Resources Assessment Center nearest you. Space is limited, so contact us today! For information on other Riverside County employment opportunities, please visit www.rc-hr.com, or visit www.riversidesheriff.org.

Locations

Riverside: Riverside County Human Resources Assessment Center 1115 Spruce Street, Room F Riverside, CA 92507 Telephone: (951) 955-5844	**Indio:** Riverside County Human Resources - Indio 44199 Monroe Street Indio, CA 92201 Telephone: (760) 863-8327

Hours of Operation:
Monday through Friday, 8:00 a.m. to 5:00 p.m.

All applicants will need to bring a photo I.D. and a detailed resume clearly describing all related experience. Resumes must be printed on plain, white paper.

Veterans:
Please bring a copy of your DD214 and service-related disability letter (if applicable) at time of examination for consideration of Veterans Preference points.

Accommodations:
If an accommodation is needed, please make your request at the time you schedule your appointment.

PLEASE CALL THE HR RECRUITER AT (951) 486-3387 IF YOU HAVE QUESTIONS.