



Dispatcher Training and Qualifications

No experience required. We have an outstanding on-the-job training program. We also offer many career development opportunities dispatching, training and other special projects. This position requires high school graduation or equivalent. An application must be submitted to the County Human Resources office. These applications are evaluated and those meeting the qualifications are asked to take a written test. This test does not test specific dispatching knowledge, but focuses on key skill areas that are important in dispatching such as verbal skill, reasoning, memory and map reading. In addition, a typing test (minimum score of 35 words per minute) is required. If the applicant is successful with these initial tests one may expect an appointment for an interview with an oral review board. This interview evaluates judgment and decision-making ability, oral communication skills, and interpersonal skills. Following the success of this interview a background investigation, psychological test, and a physical will follow.

Applicants should be able to:

- Excellent verbal and written communications skills.
Have knowledge of computer usage and keyboarding.
Ability to learn standard law enforcement code and radio & broadcasting procedures.
Accomplish tasks while working under stress.
Ability to prioritize and be multi-tasked oriented.
Ability to work rotating shift assignments.
Ability to perform multiple activities simultaneously, and with frequent interruptions.

If selected, and a job offer is made:

- Trainees are placed on probation for one year.
Trainees will be placed in a minimum 6 month training program.
New dispatchers are closely supervised until it is felt that they are ready to handle calls on their own.
Trainees will be sent to a 3 week POST certification class at the department's expense.

People considering becoming a dispatcher should be pleasant and courteous, enjoy serving the public, and should not mind sitting for long periods of time. Good hearing in a sometimes-noisy environment and a clear voice are also important for this occupation. It is also extremely important that a dispatcher is able to remain calm in emergency situations while projecting a professional demeanor and have a calming effect on others. Dispatchers should also be able to read standard data from a computer terminal, teletype printouts and a variety of maps. One should also be able to establish and maintain positive working relationships.

Job descriptions and employment applications are available at Tuolumne County Human Resources, 2 South Green Street, Sonora, CA or click on the employment opportunities link for access to their website.