

WATER COMMUNICATIONS DISPATCHER I-II

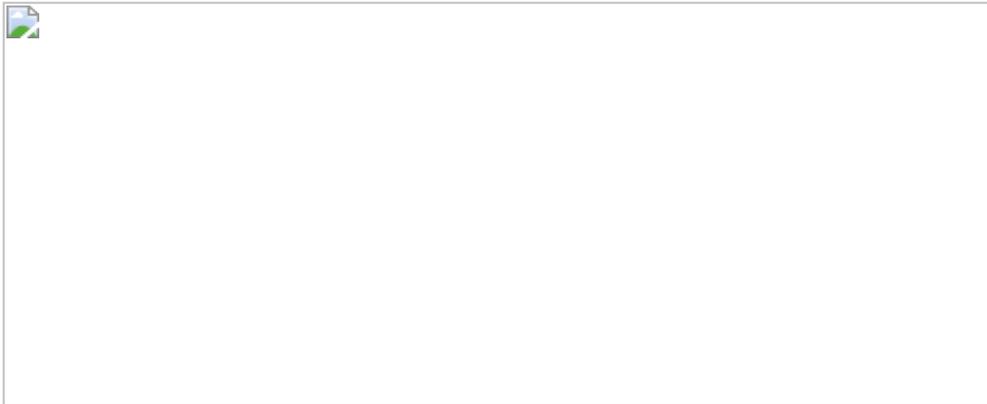
Job Number: M69AN-17

SALARY: \$1,714.15 - \$2,502.46 Biweekly
 \$3,714.00 - \$5,422.00 Monthly

OPENING DATE: 02/10/17

CLOSING DATE: 02/24/17 04:30 PM

DESCRIPTION:



THIS APPLICATION IS PRE-POSTED UNTIL FEBRUARY 17, 2017.

Only online applications will be accepted starting 7:30 a.m. February 17, 2017, through 4:30 p.m., February 24, 2017.

EXAMPLES OF DUTIES: Under general supervision, answers telephone calls from the public for general service requests and emergency service requests for water and sewer; transmits, receives and logs information from regular response, emergency and field crew personnel via radio dispatch; may act in a lead capacity that includes training and evaluating subordinates; serves as the supervisor during the absence of the Water Communications Center Supervisor and performs other related duties as required.

REQUIREMENTS TO FILE:

REQUIREMENTS TO FILE:

- Two years of customer service or dispatching experience, involving the use of a computer.
- Must obtain a California State Water Resources Control Board Water Distribution Operator Grade I certificate within in six (6) month probationary period.
- Knowledge of Automated Utility Billing Systems.

Ability to:

- Exercise good judgment, tact and initiative when dealing with the public;
- Make appropriate decisions quickly and independently;
- Speak clearly, read accurately and comprehend, interpret and retain information given verbally and in writing (e.g. procedural manual, work order reports, atlas maps, radio transmissions, gate tickets).

- Effectively operate personal computers and applications, including the use Internet, email, spreadsheet, database, and word processing software.

Willingness to work various scheduled shifts between 7am – 7:30pm, evenings, weekend, and holiday hours as needed.

SELECTION PROCEDURE: EXAMINATION WEIGHTS:

Application Packet.....Qualifying
 Occupational Written Exam.....Qualifying
 Performance Exam.....100%
 (using CritiCall – dispatching exam)

This is a continuous examination. A minimum rating of 70 must be attained to pass the examination. Certification by score bands will be considered based on an analysis of test results.

The written exam is tentatively scheduled for the week March 20, 2017. If you do not receive notification by March 6, 2017, please contact the Civil Service Department at (562) 570-6202.

J.O.B. M69AN-17 DE WCD

02/15/17

This information is available in an alternative format by request to 562.570.6202.



If a special accommodation is required, please contact the Civil Service Department within two (2) business days prior to the test at 562.570.6202.

For hearing impaired, call 562.570.6638.

An Equal Opportunity Employer

This information is available in an alternative format by request at the agency contact on the bulletin. If a special accommodation is desired, please contact the agency two (2) business days prior to the test, if applicable.

An Equal Employment Opportunity

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.governmentjobs.com/careers/longbeach>

Position #M69AN-17
 WATER COMMUNICATIONS DISPATCHER I-II
 DE

1800 E Wardlow Road
 Long Beach, CA 90807
 562-570-2300

civilservice@longbeach.gov

WATER COMMUNICATIONS DISPATCHER I-II Supplemental Questionnaire

- * 1. **I. INSTRUCTIONS:** The purpose of this supplemental application is to derive more specific information about the qualifications of applicants for this position. This form will serve as the basis for qualifying candidates on the eligible list. Be specific and detailed in your responses. Do not leave any questions unanswered. If you have no experience, please so indicate. Resumes will not be considered as part of the Civil Service application process and may not be substituted in lieu of the completed application or supplemental applications. Do you understand the above information?

Yes No

- * 2. **II. REQUIREMENTS TO FILE:** Do you have two years of customer service or dispatching experience, involving the use of a computer?
- Yes
 No
- * 3. Applicants must obtain a California State Water Resources Control Board Water Distribution Operator Grade I certificate within in six (6) month probationary period? Do you understand the information above?
- Yes
 No
- * 4. Do you have knowledge of Automated Utility Billing Systems?
- Yes
 No
- * 5. Be advised that applicants must also meet the following requirements: Ability to: • Exercise good judgment, tact and initiative when dealing with the public; • Make appropriate decisions quickly and independently; • Speak clearly, read accurately and comprehend, interpret and retain information given verbally and in writing (e.g. procedural manual, work order reports, atlas maps, radio transmissions, gate tickets). • Effectively operate personal computers and applications, including the use Internet, email, spreadsheet, database, and word processing software. Do you understand the information above?
- Yes No
- * 6. Are you willing to work various scheduled shifts between 7am – 7:30pm, evenings, weekend, and holiday hours as needed?
- Yes No
- * 7. **III. EXPERIENCE:** Requirements to File for the Water Communications Dispatcher position include Two years of customer service or dispatching experience, involving the use of a computer. Describe the experience that qualifies you under this Option. You MUST include the following: 1) Employer Name; 2) Title; 3) Dates of employment (months and years); 4) Hours worked per week; and 5) Detailed description of the duties of the position. **Note: Staff will use the information you provide in response to this question, in addition to the experience you include in the Work Experience section of the application, to determine if your experience meets the Requirements to File.** If you have no paid, full-time equivalent experience, indicate "N/A".
- * 8. **IV. DESIRABLE QUALIFICATIONS:** Please answer the questions below. Answering "no" to the questions below will NOT disqualify you from this position. Do you possess any of the following? (Check all that apply)
- Bilingual skills in English/Khmer
 Bilingual skills in English/Spanish
 Bilingual skills in English/Tagalog
 I do not possess any of the skills listed above.
- * 9. Do you possess a California State Water Resources Control Board Water Distribution Operator Grade I certificate or any other related Water certifications? If yes, please indicate which certificate. If you do not, please indicate "N/A".
- * 10. **V. GENERAL QUESTIONS:** Are you claiming Veteran's Preference? Note: If you answer "YES", a copy of your DD-214 Member 4 Form (or other appropriate documentation) must be attached with your application at time of filing.

Yes No

- * 11. Proof of required documents must be submitted as attachments at the time of filing online. Failure to submit all required documents at time of filing will result in the application being considered incomplete. Proofs may include the following below: • DD 214 Member 4 Form or other appropriate documentation, if claiming Veteran's Preference. Do you understand the information above?

Yes No

- * 12. I certify that I have personally completed the information provided and that it is accurate and complete to the best of my knowledge. I understand that any falsification may cancel any terms, conditions, or privileges of employment. Do you understand the information above?

Yes No

- * Required Question