
The City: With over four miles of beautiful coastline, gently winding roadways and paths, green hillsides, and an international reputation for scenic beauty, it's not surprising that Palos Verdes Estates has been likened to Shangri La or Camelot. One of Southern California's most exquisite communities, Palos Verdes Estates is a semi-rural community, with a small-town atmosphere, tree-lined streets, breathtaking ocean and pastoral views, with no traffic lights or street lights. Wild Peafowl roam throughout the city adding to the unique and rural feel. A tour of the city will impress any visitor with a variety of neighborhoods ranging from the Eucalyptus forested Valmonte area to the expansive oceanfront Estates of Lunada Bay, to the manicured grounds of the Montemalaga area. Nearly all of them with a breathtaking view of the Pacific Ocean and South Bay of Los Angeles.



The Department: The Palos Verdes Estates Police Department serves a residential community of approximately 13,500 residents. The Department has 25 Sworn Officers and 10 Non-Sworn Service Officer Positions. The department features a K-9 Unit, a traffic motorcycle, Detectives, and support units. The Spillman CAD/RSM is found in the Communications Center.

Application Procedure: The City will accept applications on an ongoing basis and will notify candidates of the upcoming written exam. Submit a City application, cover letter, and resume, plus a typing certificate (issued within the last year of the "apply by" date) from an accredited business school, adult school, or employment agency, verifying a NET speed of 30 WPM. For an application, visit the City website at: <http://www.pvestates.org>. Faxed or emailed application materials are not accepted.

All applicants will be reviewed and only those candidates deemed to be most qualified on the basis of experience and education, as submitted, will be invited to participate further in the selection process. Selected candidates will be notified of the upcoming written exam.

Examination: The written examination will be the P.O.S.T. Entry-Level Dispatcher Selection Test Battery, which measures verbal ability, reasoning ability, memory ability, and perceptual ability. Those who pass the written examination will be invited to an oral board interview.

Applicants with legal disabilities, who require special testing accommodations, must contact the City of Palos Verdes Estates Human Resources Office at (310) 378-0383 ext. 2222 at least (5) days prior to the examination date.

All qualified candidates are encouraged to apply; the City of Palos Verdes Estates is an Equal Opportunity Employer.



*The City of
Palos Verdes Estates*

Invites you to apply for...

**POLICE
SERVICES OFFICER**



**340 Palos Verdes Drive West, Palos
Verdes Estates, CA 90274**



The Division: The Communication Division is one of the most invaluable support services within the police department. This division is accountable for sustaining the critical link between public officers in the field. Dispatchers handle several types of calls and situations daily, ranging from routine to emergency or life threatening incidents. Dispatchers provide a necessary and indispensable function to the public and to the officers in the field. Dispatchers work 12-hour shifts, and there are 2 dispatchers at any given time on duty. All dispatchers are part of the non-sworn workforce that provides vital support to the department and community it serves. The Jail is a Type I facility suitable for processing and housing inmates. The Communication Division and Jail Operations are operated by Service Officers.

The Position: Service Officers work assignments in Dispatch, Jail, and Property/Evidence. The Services Officer, under general supervision, provides for the processing, security, health, safety, and feeding of prisoners and receiving, storing and releasing of property.

Ideal Candidate: Emergency call-taking and dispatching is fast-paced and can be high-stress, so the ideal candidate will need to thrive under pressure, be a brilliant multi-tasker, and possess strong typing and data entry skills. Candidates must treat callers courteously and tactfully; make important decisions quickly and accurately; work in partnership with all citizens to establish and maintain community peace; and enhance the quality of community life. Work 12-hour shifts for a total of 80 hours every two weeks; maintain contact with all units on assignment, status and location of field units and a daily log of all field calls and units dispatched; receive incoming telephone, teletype, and radio calls; operate standard office equipment; booking, and searching prisoners; and other duties as required.

Minimum Qualifications: Type accurately at least 30 WPM; ability to react calmly and effectively to emergency situations; effectively communicate and elicit information from callers; ability to learn to operate 9-1-1, radio transmitting, ability to prepare and maintain a variety of files, records, and reports; ability and willingness to work rotating shifts including weekends and holidays.

- ❖ High School diploma;
- ❖ Valid CA Driver's License;

Prior employment experience dealing with the public, or police department experience with POST dispatch training is highly desirable; during initial six months must successfully complete POST certified dispatch training, the Core Correctional Officers Course (jail school) and CPR certification.

Compensation & Benefits:

Palos Verdes Estates provides excellent compensation and benefits. Current monthly base salary range for the Police Services Officer \$3,927-\$5,477. The City also offers an outstanding benefits package including:

- ❖ Retirement: CalPERS Retirement System 2% @ 55 for "classic" PERS members; 2% @ 62 for new PERS members;
- ❖ Health Insurance: The City's contribution is \$1,357 per month towards a choice of a PPO or HMO medical plan, PPO or HMO dental plans, and vision plan.
- ❖ Vacation & Sick Leave: 96 hours per year
- ❖ Holiday Leave: 120 hours

Additional Benefits: Supplemental insurance and income plans, education, longevity, bilingual pay, tuition reimbursement.

