CITY OF VISALIA
CAREER OPPORTUNITY

Senior Communications Operator

Monthly Salary $6,053- $7,609

Deadline: August 21, 2026

The Division

The Operations Division consists of the Patrol Bureau and Communications Unit that provide patrol, traffic, commercial, and emergency communications services for the Visalia Police Department. The Patrol Bureau operates out of two District Substations, one in each policing district, and the Visalia Emergency Communications Center. In 2025, the Department fielded more than 264,000 calls for service.

The Position

The Senior Communications Operator shall serve in a supervisory role and report directly to the Communications Supervisor. They will oversee daily shift operations, assist with staffing/scheduling, budgeting, training/mentoring/assessing employee performance, supervising, and preparing written documents. They will receive and transmit routine and emergency telephone and radio traffic, dispatch and coordinate police, fire, and animal control. They will maintain and process a variety of communications paperwork, records, and logs, and will perform related responsibilities as required. As an Emergency Services employee, the applicant must be available to work shift work, including nights, weekends, and holidays.

The Ideal Candidate

The Visalia Police Department is seeking a highly motivated and professional candidate with strong leadership abilities, supervisory experience, effective communication skills, and desire to serve the community. Candidates must have the ability to multi-task in a high-volume call center and make appropriate decisions under demanding situations, while focusing on customer service.

REQUIREMENTS

- Two years of 911 emergency dispatching experience with a law enforcement agency, within the last four years, including previous training experience.
- Possession of a California P.O.S.T. Dispatcher Basic Certificate.
- Possession of or ability to obtain a California POST Communications Training Officer (CTO) Certificate (within 18 months of appointment).
- Keyboarding speed of 40 CWPM (correct words per minute).
- Possession of a valid California Driver's License by time of appointment.
- Possession of high school diploma or GED.

BENEFITS & COMPENSATION

- $6,053- $7,609 monthly
- CalPERS Retirement Program
- Health, Dental, Vision and Life Insurance
- Longevity Pay

WELLNESS & ENGAGEMENT CULTURE

- Onsite City Health & Wellness Clinic
- Paid Holidays, Vacation, and Sick Leave
- Recognition and employee appreciation events

SUPPORT FOR CONTINUOUS LEARNING

- Tuition Reimbursement
- Continuous training and leadership opportunities

Find out more and apply at **visalia.gov/careers**

Contact us

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THE CITY OF VISALIA IS AN EQUAL OPPORTUNITY EMPLOYER