

DO YOU HAVE  
WHAT IT  
TAKES?

Riverside County  
Fire Department



**CDF/Riverside County Fire  
Department**

Headquarters:

210 W. San Jacinto Avenue

Perris, CA 92570

[www.rvcfire.org](http://www.rvcfire.org)

**CAREERS IN PUBLIC  
SAFETY  
COMMUNICATIONS**

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## DEPARTMENT HISTORY

Riverside County Fire Department (RCOFD) is one of the largest fire service organizations in California. The RCOFD Emergency Command Center is the central dispatch for the department, located at Department Headquarters in the City of Perris.

The County of Riverside contracts with the California Department of Forestry and Fire Protection (CDF) for fire protection.

The service area of Riverside County includes all unincorporated areas of Riverside County. The department also holds contractual agreements with the cities of Banning, Beaumont, Calimesa, Canyon Lake, Coachella, Desert Hot Springs, Lake Elsinore, Indian Wells, Indio, La Quinta, Moreno Valley, palm Desert, Perris, Rancho Mirage, San Jacinto Temecula and the Rubidoux Community Services District. In addition, RCOFD also provides under contract, dispatch services to three Native American Reservations and Idyllwild Fire Protection District.



## PUBLIC SAFETY DISPATCHING Q & A

*Q. Is this a job for just anyone?*

*A. No.* Studies have proven that only about 30% of the general population can effectively perform the duties of a public safety dispatcher.

*Q. What makes that 30% so unique?*

*A.* Public safety dispatchers must be able to perform calmly, accurately and effectively under stressful conditions. They must possess the natural skill of "multi-tasking", and the ability to make split decisions based on real-time situations within critical timeframes. They are often required, due to the "emergency-driven" atmosphere, to work for long periods of time without breaks.

*Q. What's the work schedule like?*

*A.* Riverside County Fire Department PSCO's, or Public Safety Communications Officers, work seven 12 hour days in 2 weeks. There are three shifts, 6:00 a.m. – 6:00 p.m., 10:00 a.m. – 10:00 p.m. and 6:00 p.m. – 6:00 a.m.

*Q. Are RCOFD Public Safety dispatchers well paid?*

*A.* Starting hourly pay for PSCO I is \$15.99 and based upon skill and experience level can earn up to \$25.15 hourly. For more information, visit our website at: [www.rvcfire.org](http://www.rvcfire.org).

*Q. Sounds exciting! How do I find out if I possess the skills to do the job?*

*A.* Glad you asked! Complete the attached general interest card and return for detailed information on the exciting and rewarding career of Public Safety Dispatching! Begin your step by step process of applying!

## GENERAL INTEREST REPLY

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

## HOW CAN WE REACH YOU?

( ) \_\_\_\_\_ email: \_\_\_\_\_

**YES! I WANT TO BE A 911 PUBLIC SAFETY COMMUNICATIONS OFFICER!!**

During closed recruitment:

- Visit [www.rc-hr.com](http://www.rc-hr.com)
- In the 4<sup>th</sup> paragraph down, select "Job Description" (highlighted in blue).
- Look for the position of: Public Safety Communications Officer I.
- Click on: Email me when this position opens and fill in the appropriate info.

During open recruitment:

- Contact Riverside County Human Resources Assessment Center to schedule assessment testing at (951) 955-5844.
- After successfully passing the assessment exams you will be scheduled for a mandatory information session; after the information session, you will be scheduled for an interview. Interviews are conducted several times a year.

Mail to: Riverside County Fire Department  
Attn: PSCO Recruitment / ECC  
210 W. San Jacinto Avenue  
Perris CA 92570

Still have questions?

EMAIL: [PSCORecruitment@fire.ca.gov](mailto:PSCORecruitment@fire.ca.gov)