

**City of San Rafael  
Job Class Specification**

## **Job Title:   Lead Communications Dispatcher**

### **SUMMARY**

Under general supervision, leads and performs a variety of advanced journey level duties involved in receiving incoming calls for police and emergency assistance and dispatching of necessary units. General supervision is provided by the Police Support Services Supervisor. Incumbents may independently perform the more complex and responsible duties of the class series, and provide lead supervision of Communications Dispatchers, Police Call Taker and Records Specialists, and support staff. This classification serves as a shift supervisor in the absence of, or at the direction of, the Support Services Supervisor, provides comprehensive training to dispatch trainees and less experienced dispatchers, and performs a variety of general support duties related to dispatch and records activities including record keeping and equipment maintenance. This is a shift position which may be assigned to work evenings, weekends and holidays.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The duties described are representative of those that must be met by an employee to successfully perform essential job functions. Additional duties may be performed as required. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties.*

- Assists the Support Services Supervisor with the supervision of day-to-day work activities and maintenance of all communications equipment.
- Provides comprehensive training to lower level or less experienced dispatchers; directs and monitors the work of trainees
- Participates in developing schedules, work plans, and the development and maintenance of a comprehensive training manual
- Observes the performance of dispatchers; provides input to the Support Services Supervisor regarding employee performance evaluations; informs Supervisor of performance results on an ongoing basis
- Provides input for updating or modifying policies or procedures concerning the operations of the dispatch unit
- Ensures the timely preparation and completion of reports and documents; performs special assignments as required
- Monitors local emergency services radio transmissions; maintains contact and monitors status of field units; monitors the county mutual aid channel.
- Responds to emergency phone lines, including calls to and from fire department, alarm companies, and tow companies.
- Prioritizes needs of difficult callers, including hysterical victims, incoherent persons and suicidal subjects; assesses and evaluates emergency situations.
- Enters calls for service information into the CAD system, including type, location, nature and description of event; enters all field unit transmissions.
- Enters information into automated systems, including temporary warrants, missing persons, property, stolen vehicles, domestic violence restraining orders and firearms; searches various databases and automated systems in response to information requests.
- Performs a variety of administrative duties, including completing forms and maintaining records; receives and responds to document requests for warrants and DMV printouts.
- Operates a variety of specialized equipment related to dispatch work.
- Answers front office non-emergency lines after hours.

- Informs on-duty shift Sergeant of street activity and pending calls for service.
- Performs related duties as required.

**KNOWLEDGE OF:**

- Modern police methods and procedures
- City and Department policies and procedures
- Community Oriented Policing and Problem-Solving
- Information technology, personal computers and related software applications
- Principles of supervision, training, employee appraisal and development

**ABILITY TO**

- Train and orient new dispatchers in procedures and techniques
- Work under pressure, exercise good judgment and make sound decisions in emergency situations
- Effectively communicate with and elicit information from upset and irate citizens
- Provide technical supervision to dispatchers and evaluate performance
- Understand and follow oral and written instruction
- Operate CAD and other dispatch and office equipment
- Access automated databases
- Work various shifts as assigned
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work
- Communicate effectively both verbally and in writing
- Operate a variety of public safety equipment, including computers and related applications
- Establish and maintain cooperative relationships with the public and fellow employees
- Supervise, train, evaluate, schedule and organize the work of subordinate personnel
- Effectively mentor and develop subordinate employees

**EDUCATION, CERTIFICATION AND EXPERIENCE:**

Graduation from high school or possession of GED; three (3) years of experience as a Public Safety Dispatcher; possession of P.O.S.T. Basic Dispatch Certificate and a valid drivers' license.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk and hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly exposed to video display and frequently works in inside environmental conditions. The employee occasionally works in evenings or weekends. The noise level in the work environment is usually moderate.

Hazards: Hazards are moderate, fairly predictable and protected against.

Department: Police  
FLSA Status: Nonexempt  
Prepared By: Police Department  
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Approved Date: August 2014