

**City of San Rafael
Job Class Specification**

Job Title: Police Communications Dispatcher

SUMMARY

Operates police radio communication equipment to communicate with the public and police. Receives, interprets, and transmits information essential to the delivery of emergency and non-emergency police services.

General supervision is provided by the Police Civilian Supervisor. Responsibilities may include training and/or indirect supervision of lower level personnel.

This is an entry and journey level specialized police civilian classification and performs all duties required to effectively dispatch police services. This classification is distinguished from the Police Civilian Supervisor classification, which is assigned as a unit supervisor.

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.

- 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 clerical duties, including photocopying, 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.
- May train and evaluate new employees.
- Performs related duties as required.

Knowledge of:

- CAD procedures
- Police dispatch radio and phone equipment
- City and Department policies and procedures
- Information technology, personal computers and related software applications.
- City geography and beat structure
- Use of reference maps and code manuals
- Civil and criminal codes

Ability to:

- Operate a variety of police specific and general office equipment
- Accurately dispatch personnel and equipment.
- Speak and think clearly in emergency situations
- Listen and ascertain relevant information quickly and accurately
- Understand and carry out complex oral and written instructions
- Deal tactfully and courteously with the public
- Classify and prioritize service requests
- Establish and maintain cooperative relationships with the public and fellow employees.

LANGUAGE, MATHEMATICAL AND REASONING SKILLS:

Ability to read and interpret documents such as rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to the public and police personnel in emergency and high stress situations. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

EDUCATION, CERTIFICATION AND EXPERIENCE:

High school diploma or general education degree (GED). One year experience in public safety work or equivalent combination of education and experience.

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 or 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 regularly works in evenings or weekends. The employee occasionally works in inside environmental conditions. 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: SRPD Succession Planning Committee
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