



Public Safety Dispatcher

Summary

Receive 911 emergency and non-emergency calls; dispatch resources according to police and fire procedures; operate various dispatch center equipment; maintain required dispatch records.

Class Characteristics

General supervision is provided by a higher-level supervisor or manager; responsibilities may include indirect supervision of lower level personnel.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and 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 a disability to perform the essential duties, skills, and demands.

Duties:

Receive 911 emergency and non-emergency calls for service; evaluate the nature of the emergency; enter information into computer terminals; determine appropriate response level, priority, and type of resources required; dispatch police, fire, medical personnel and equipment; update and monitor information related to the event.

Monitor radio traffic and request for services, relay information and/or instructions to personnel, work with other agencies, and coordinate mutual response radio traffic.

Maintain records of calls for service using the computer aided dispatch system; maintain and access business and premise history files for emergency and other necessary contacts.

Process and enter citations into the records management system and perform related clerical duties.

Assist Police Officers during investigations by utilizing investigative programs to obtain personal information, criminal history, and contract information.

Operate in-house and radio paging systems.

Monitor closed-circuit security cameras.

Assist citizens at the Police Station after business hours.

Coordinate responses to after hour emergency calls for City services.

May provide new employees with an orientation to City dispatch procedures and services.

May be required to provide court testimony.

Perform related duties as assigned.

Skills/Abilities:

Interpret and apply techniques, procedures, and methods used in the operation of communications equipment.

Public Safety Dispatcher

Interpret and apply codes, policies and procedures.

Read and interpret street maps, communicate emergency situations, transcribe information obtained over the telephone or radio into computer-aided dispatch system, react quickly and accurately in emergency situations; listen and talk while at the same time performing various additional tasks; perform duties effectively under pressure; make decisions and use independent judgments; monitor a variety of emergency situation as the same time.

Write basic letters, memos, and reports.

Type at a net speed of 38 words per minute.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of the work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit; use the computer keyboard and mouse, use hands to finger, handle, or feel; reach with hands and arms; talk and hear; stand, walk, and stoop, or crouch. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The employee will work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:

Proper English usage, grammar, spelling, and punctuation.

Alphabetic, chronological, and numeric filing systems.

Effective communication techniques.

Community resources.

City and surrounding geography.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

Equivalent to graduation from high school. Related college course work is desirable.

Experience:

Two years of experience involving public contact while performing multiple tasks and using computers. One year of experience in public safety and/or fire dispatching in a 911 center is desirable.

Public Safety Dispatcher

Certifications/Licenses:

Possession of a valid California Class C driver's license.

Incumbents must successfully complete the POST Public Safety Dispatch course prior to the completion of the probationary period and must obtain a POST Public Safety Dispatch Certificate.

Willingness and ability to work any shift in a 24-hour period, holidays, weekends, scheduled and emergency overtime, and be available for call back as required.

Wear a uniform.

Established: 03/90

Resolution #: 90-147 N.C.S.

Revised: 06/18/07; 12/20/21

Resolution #: 2007-106 N.C.S.; 2021 – 201 N.C.S.

Department: Police

FLSA Status: Non-exempt