



Position Description

PUBLIC SAFETY DISPATCHER /

DEFINITION

Under general direction, the Public Safety Dispatcher I/II is responsible for public safety dispatch and related records management activities/ functions, which operate on a twenty-four hour basis, 365 days per year. This position(s) performs a wide range of duties involving radio, telephone, and computers, applying various procedures and codes; supports goals and objectives of the Police Department; and performs other duties as required.

SUPERVISION RECEIVED

Receives supervision from an assigned supervisor or designee.

SUPERVISION EXERCISED

Public Safety Dispatcher - None generally. May exercise supervision over clerical support staff, temporary or other staff, as assigned. May train less experienced personnel.

Public Safety Dispatcher - Exercises immediate supervision over Public Safety Dispatcher I positions, and may supervise clerical staff, temporary, seasonal, part-time, or other staff, as assigned.

DISTINGUISHING CHARACTERISTICS

Both classifications are non-sworn positions in the Police Department. Each position utilizes a non-traditional work schedule, which may routinely include night, holiday, and/or weekend work assignments.

Public Safety Dispatcher - This is the entry-level position in the Police Department Communications Center. Employees must possess the ability to record and transmit information with speed and accuracy; "multi-task" or do several tasks simultaneously; quickly learn new material, and make quick, sensible decisions; take constructive criticism and learn from it; be approachable and possess a high commitment to quality service; and participate in a team approach to law enforcement.

Public Safety Dispatcher - This is the journey level position in the Public Safety Dispatcher Classification. The level of responsibility assumed and the complexity of duties assigned distinguish this position. Employees perform the most difficult and responsible types of duties assigned to the Police Communications Center, including the performance of all duties specified for Public Safety Dispatcher I in addition to the day-to-day supervision of the Center, and the training and scheduling of subordinate dispatchers.

ESSENTIAL DUTIES AND RESPONSIBILITIES (Illustrative Only)

Public Safety Dispatcher

Receives and transmits emergency and non-emergency telephone and radio traffic. Maintains and processes a variety of communications reports, records and radio logs.

Operates a dispatch console, uses Computer Aided Dispatch (C.A.D.) System and other computer programs to process information and records.

Maintains a high level of confidentiality.

Performs collateral duties including a variety of related clerical tasks: assisting in preparation of work schedules; training and evaluating performance of new employees; conducting training sessions; assisting in fingerprinting and jail operations, which may include searching prisoners; and handling and being accountable for cash, bond, and check transactions.

Respects and is sensitive towards the cultural and ethnic diversity of the community.

Public Safety Dispatcher

Performs all of the duties as set forth for Public Safety Dispatcher I, and these additional duties:

Plans, organizes, and directs dispatching and related activities on an assigned shift. This may include: preparing schedules and prioritizing work; observing work performed by Dispatcher I employees to insure compliance with standards; approving time off; conducting employee evaluations; and providing effective recommendations on personnel matters.

Trains or supervises the Public Safety Dispatcher I positions. As necessary, provides State mandated training on relevant matters to other Department personnel.

Counsels employees if immediate correction is needed and makes recommendations on personnel matters to Records/Dispatch Supervisor.

Prepares and maintains training and procedure manuals. As required, prepares special reports and undertakes projects for Management Staff.

May act as Records/Dispatcher Supervisor in his/her absence.

Maintains liaison with other Department Divisions, City Departments, and other law enforcement and emergency response agencies.

Maintains various C.A.D. and Record Management Files.

Performs related duties and responsibilities as assigned.

MINIMUM QUALIFICATIONS

Public Safety Dispatcher

Ability to:

Successfully complete the department training program; use good judgment and handle multiple tasks at the same time; work with the general public under stressful or emergency conditions; operate a computer; listen and follow instructions, gather information over the telephone and in person; prepare concise and accurate reports and comprehend and learn department policies and procedures; type at a net speed of 35 words per minute and be competent with a computer keyboard.

Public Safety Dispatcher

Ability to:

In addition to the Public Safety Dispatcher I:

Identify and correct deficiencies; identify training needs and provide corrective training; maintain a thorough knowledge of city policies; exercise principles of supervision, training, and performance evaluation.

EDUCATION AND EXPERIENCE

Possession of a high school diploma or equivalent.

Public Safety Dispatcher

Entry:

At least one year of related work experience requiring and using independent judgment, but no previous public safety dispatch experience is required.

Lateral:

Certificate of completion from POST dispatcher academy and completion of a probationary period in a public safety agency.

Currently working or has been employed within two years as a Public Safety Dispatcher at a public safety agency.

Public Safety Dispatcher

Must meet the requirements of a Lateral Public Safety Dispatcher I and have a minimum of two years experience as a dispatcher in a public safety agency. One year of supervisory experience is desirable.

Additional related college course work or degree is preferred.

SPECIAL REQUIREMENTS

Possess and maintain a valid California Driver's License.

Must be able to pass an extensive background investigation.

Public Safety Dispatcher

Entry:

Typing Certificate - A typing certificate must be submitted with application verifying minimum typing speed of 35 net words per minute. The maximum number of errors allowed is nine (9). Typing certificates issued within the last year will be considered valid.

POST Certificate - Certificate of completion of the California POST Dispatcher Test Battery for Public Safety Dispatcher with an acceptable passing score. Certificates issued within the last year will be considered valid.

Lateral

Typing Certificate - As specified for the Public Safety Dispatcher I.

POST Certificate – California Peace Officer Standards and Training (POST) Basic Dispatch Certificate.

Public Safety Dispatcher II

As specified for Public Safety Dispatcher I Lateral, and

Possession of a California Peace Office Standards and Training (POST) Intermediate Dispatch Certificate. An Advanced California POST Certificate is preferred.

TOOLS AND EQUIPMENT USED

May include personal computer, including C.A.D. and Records Management Software, as well as word processing and other specialized software, police radio, telephones, typewriter, calculator, fax and copy machines..

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 the 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 frequently required to sit, talk, walk and hear for extended period of times. The employee is occasionally required to stand, use hands and fingers, handle or operate small objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, or crouch; taste and smell.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision and the 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 generally works in an office environment with extensive public contact. The work environment is somewhat small and confining in Communications Center. The noise level in the work environment is usually noisy.

SELECTION GUIDELINES

Formal applications; rating of education and experience; oral interview and reference check; job related tests may be required, including but not limited to polygraph, psychological and medical examinations.

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The job description does not constitute agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Effective Date:
Resolution Number:
Revision History: