



**SEPTEMBER 2014
FLSA: NON-EXEMPT**

PUBLIC SAFETY DISPATCHER

DEFINITION

Under general supervision of the command officer for the shift, receives 911 police, fire and medical emergency calls, answers non-emergency calls for public safety and other City departments; provides a variety of office support work to sworn staff and the public; prepares, processes and distributes a variety of reports, records and other documents following standardized instructions; and performs related work as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the shift watch commander and program oversight from Support Services Manager. Exercises no direct supervision.

CLASS CHARACTERISTICS

This class performs dispatch and police office support duties that do not require performance by a sworn Police Officer. Responsibilities are centered on extensive contact with the public, in person and over the telephone, in both emergency and non-emergency situations to receive, transmit and provide factual information, forms and reports. The work involves coordinating interdepartmental activities within the City as well as with other agencies throughout the County. All activities must be performed within specified legal guidelines. Much of the work, particularly on off-shift hours, is performed independently, with only radio contact with sworn staff. This class is distinguished from other City office support classes in that the work requires knowledge of law enforcement and dispatching policies and procedures in addition to standard office support skills.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives and evaluates 911 police, fire and medical emergency calls and related business calls for the City during specified hours; dispatches appropriate public safety staff; provides information and/or transfers calls to the appropriate department, agency or response organization.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support or information.
- Accesses federal, state and local law enforcement information databases to obtain and enter information regarding outstanding warrants, criminal history, missing persons, stolen and found automobiles and property, records information, weapons and related data; relays such information to sworn staff.

- Provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police records or for fire or related services at a public counter or over the telephone on a regularly assigned basis; determines the nature of the contact; provides factual information regarding services, policies and procedures, or directs the caller to the proper individual or agency.
- Provides applications for a variety of permits and licenses to the public; explains policies and procedures and processes completed forms.
- Acts as a liaison with the public and representatives of other agencies for the department at a public counter or over the telephone; provides factual information regarding services, policies and procedures which requires knowledge of legal guidelines, departmental policies and procedures and the use of tact and discretion.
- Processes warrants and subpoenas, confirming information provided; maintains status and disposition records and notifies appropriate agencies as required.
- Prepares and processes a variety of reports and records and, following established procedures, distributes to the proper individual or agency, such as the District Attorney, City Attorney, Probation Department, or court; files reports and maintains automated or manual logs of departmental actions.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic functions, principles and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Applicable regulations, policies and statutes to the dispatcher function.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work.

Ability to:

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Work independently for extended shifts.
- Type a minimum of 35 words per minute.
- Memorize codes, names, street locations and other information.
- Interpret, apply and explain policies, procedures and regulations.
- Attend to multiple activities simultaneously.
- Obtain necessary information from individuals in stressful or emergency situations.
- Make sound, independent decisions within established policy and procedural guidelines.
- Compile and summarize information to prepare clear and accurate reports in a timely manner.
- Maintain accurate records and files.
- Operate modern office equipment including computer equipment and software programs.

- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Equivalent to graduation from high school. Experience in a customer service setting and dispatching experience is desirable.

License and Certifications:

Must obtain a Peace Officers Standards and Training (POST) Public Safety Dispatcher Certificate prior to completion of probation.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office and law enforcement communications equipment; stamina to maintain attention to detail and work on a computer for an extended period of time; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

ENVIRONMENTAL ELEMENTS

Employees work in an office setting with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with challenging staff and/or public and private representatives in interpreting and enforcing program policies and procedures.

WORKING CONDITIONS

Must pass a detailed background investigation, including polygraph and psychological testing, and a medical exam. Must be available to work holidays, weekends and off-hours shifts; may be required to work for extended shifts in relief or emergency situations.