

**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.

**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 DUTIES** (Illustrative Only)

- 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 a 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 using a word processor and/or typewriter and, following established procedures, distributes to the proper individual or agency, such as the District Attorney, City Attorney, Probation Department, Sheriff's Office 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.

## **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.
- Business letter writing and the standard format for correspondence and reports.
- Business arithmetic.
- Correct English usage, including spelling, grammar and punctuation.
- Computer applications related to the work.
- Standard office practices and procedures, including records management and the operation of standard office equipment.
- Techniques for dealing with and solving the problems presented by a variety of individuals from various socio-economic, cultural and ethnic backgrounds, in person and over the telephone.

### **Skill in:**

- Assessing and prioritizing emergency situations while remaining calm and using sound, independent judgment.
- Memorizing codes, names, street locations and other information.
- Interpreting, applying and explaining policies, procedures and regulations.
- Attending to multiple activities simultaneously.
- Obtaining necessary information from individuals in stressful or emergency situations.
- Organizing own work, setting priorities and meeting critical deadlines.
- Performing technical, detailed and responsible office support work.
- Compiling and summarizing information to prepare clear and accurate reports.
- Maintaining accurate records and files.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.
- Entering data into a computer system at a rate required for successful job performance.

**Education and Experience:**

Equivalent to graduation from high school and some demonstrated work experience, preferably involving dealing with the public. One year of dispatching experience in a public safety, medical response or similar setting is desirable. Must be able to type a minimum of 35 words per minute.

**Working Conditions:**

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

**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.