



SEPTEMBER 2019
FLSA STATUS: NON-EXEMPT

DISPATCHER

DEFINITION

Under general supervision, receives police and emergency calls, and dispatches police units following prescribed procedures; answers non-emergency calls for public safety; accesses, enters and retrieves data from local, regional, state and national law enforcement databases; transfers calls for services provided by other public safety agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from law enforcement supervisory and management staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey level class performing the full range of emergency call receipt and dispatch for the Police Department. Responsibilities are centered on extensive contact with the public over the telephone, or in person, in both emergency and non-emergency situations to receive, transmit, and provide factual information, forms, and reports. All activities must be performed within specified legal guidelines. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right 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 police and emergency calls during an assigned shift; gathers information from callers to identify situation and to determine the priority of the emergency; dispatches public safety emergency units in accordance with established procedures and policies using a computerized dispatch system.
- Maintains contact with field units, including accounting for location and status of units and maintaining records of field calls; sends back-up units, as necessary, ensuring the safety of field units.
- Operates computer, telephone, and radio console and telecommunication equipment simultaneously while performing dispatching activities.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support, or information.
- Enters, updates, and retrieves a variety of records from teletype database, including stolen vehicles and property, vehicle registration information, guns and property, and warranted or missing persons.
- Receives requests to research information on a variety of enforcement related matters; accesses Federal, State, and local law enforcement information databases to obtain information regarding

outstanding warrants, criminal history, records information, and vehicle data; relays such information to sworn staff.

- May receive and transfer emergency and non-emergency calls for other public safety agencies responsible for responding to medical, fire and other law enforcement services such as the California Highway Patrol and the County Sheriff's Department.
- Receives and responds to non-emergency calls; transfers caller to appropriate party or takes messages.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.
- Monitors multiple surveillance cameras to observe unusual suspicious activity; as needed, alerts law enforcement staff of observations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Functions and operations of law enforcement agencies as it relates to emergency response situations.
- Department rules, regulations, policies and procedures as it relates to work performed.
- Operational characteristics of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Methods and techniques of eliciting information from callers, often under stressful emergency conditions.
- Terminology and procedures used in public safety dispatching.
- Operation of City and County geography, maps, streets, and landmarks.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of data collection and report preparation.
- Business arithmetic techniques.
- Principles and practices of record keeping.
- Modern office practices, methods, and computer equipment which may include, but is not limited to, mobile technology and electronic devices, and software related to work performed.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, other agencies and City staff.

Ability to:

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Obtain necessary information from individuals in stressful or emergency situations.
- Maintain confidentiality of information accessed.
- Memorize codes, names, street locations, and other information.
- Research law enforcement databases and extract relevant information.
- Read and interpret maps and other pertinent documentation.
- Interpret, apply and explain policies, procedures, and regulations.
- Attend to multiple activities simultaneously.
- Compile and summarize information to prepare accurate, clear, and concise reports.

- Perform technical, detailed, and responsible office support work.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software including specialized law enforcement programs and databases.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

Equivalent to the completion of the twelfth (12th) grade.

Licenses and Certifications:

- Possession of, or ability to obtain within one (1) year from date of appointment, a P.O.S.T. Public Safety Dispatcher certification.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone, often in a noisy environment. This is primarily a sedentary office classification with long periods of sitting within a work station, with limited ability to move around; standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information; incumbents climb ladders on a periodic basis to file and retrieve documents, and frequently climb stairs to transport files and records. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees frequently interact with parties requesting emergency services, under stressful and emotional conditions. Employees may interact with frustrated or irritated individuals in interpreting and enforcing department policies and procedures.