

**PUBLIC SAFETY DISPATCHER I
PUBLIC SAFETY DISPATCHER II**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under supervision (Public Safety Dispatcher I) or general supervision (Public Safety Dispatcher II), performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency public safety assistance; dispatches appropriate units and coordinates response of emergency personnel; operates a variety of telecommunications equipment including radio, telephone, and computer aided dispatch systems; and performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities.

DISTINGUISHING CHARACTERISTICS

Public Safety Dispatcher I - This is the entry level class in the Public Safety Dispatcher series, which is typically used as a training class. Positions at this level are not expected to function with the same amount of program knowledge or skill level as positions allocated to the Public Safety Dispatcher II level and initially exercise less independent discretion and judgment in matters related to work procedures and methods. While in training, work is usually supervised while in progress and fits an established structure or pattern. After initial training period, only occasional instruction or assistance is provided as new or unusual situations arise, with exceptions or changes in procedures explained in detail as they arise. Advancement to the "II" level is based on demonstrated proficiency in performing the assigned functions and is at the discretion of higher level supervisory or management staff.

Public Safety Dispatcher II - This is the full journey level class within the Public Safety Dispatcher series performing the full range of dispatcher duties. Positions at this level are distinguished from the Public Safety Dispatcher I level by independent performance of the range of duties, applying well developed program area knowledge, training new employees, and implementing new procedures. Positions at this level are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results. Positions in this class series are flexibly staffed and are generally filled by advancement from the "I" level or when filled from the outside, require prior experience. Advancement to the "II" level is based on management judgment and/or certification or testing that validates the performance of the full range of job duties.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Receive, classify, and prioritize all incoming calls to the dispatch center including 911 calls, business line calls, and lobby calls received from citizens requesting service or information; operate a variety of public safety communications equipment including 911 emergency telephone equipment, computer aided dispatch systems, and multi-channel radio system.
2. Evaluate response necessary as dictated by a given request for service; determine nature, location, and priority of calls; operate computer aided dispatch system to create calls for service within response criteria guidelines; assign and dispatch appropriate emergency vehicles, equipment, and personnel in accordance with policies and procedures; transfer calls to other appropriate agency in accordance with established procedures; obtain and dispatch other support services as necessary.

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3. Maintain contact with all units on assignment; maintain status and location of field units; monitor multiple radio frequencies; relay emergency and non-emergency information to public safety personnel in the field.
4. Retrieve information from local, state, and national computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, restraining orders, criminal histories, parolees, and other related information; relay information to officers in the field.
5. Operate computer terminals and teletype machine to enter, modify, and retrieve data such as stolen and recovered property, towed and stolen vehicles, missing and unidentified persons, citations, field interviews, driver license and vehicle registration information, and warrants on wanted persons; compose and transmit messages to other agencies.
6. Perform a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities including to organize, process, maintain, update, and route a variety of departmental reports, records, and files; operate and maintain the departmental centralized record keeping systems; make inquiries; enter reports; update individual files; update codes.
7. Monitor public security cameras and alarms for City facilities, parking lots, parks, and related facilities.
8. Maintain accuracy of rotational tow log; ensure that tows are evenly distributed among authorized tow companies.
9. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services, and activities of a public safety telecommunications and dispatch center.
Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems.
Law enforcement and emergency service procedures for responding to and handling reported incidents.
Techniques of questioning for both emergency and non-emergency calls.
Methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.
Functions of the Public Safety Department and other City departments.
Geographic features and locations within the area served.
English usage, spelling, grammar, and punctuation.
Modern office procedures, methods, and computer equipment.
Pertinent federal, state, and local laws, codes, and regulations.
Methods and techniques of telephone etiquette.
Methods and techniques of conflict resolution.
Principles and procedures of record keeping.

Ability to:

Respond to and resolve difficult and sensitive citizen inquiries and complaints.
Effectively communicate and elicit information from upset and irate callers.

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Speak clearly and concisely in an understandable voice via radio and telephone and in person.
Hear and distinguish radio voice traffic within normal levels and over background noise.
Make independent decisions that affect the safety of public safety personnel, citizens, and property such as those involved in determining the urgency of requests received and the appropriate action to take.
Dispatch police units quickly and effectively.
Think quickly, calmly, and clearly in emergency situations.
Perform multiple tasks simultaneously.
Operate a variety of telecommunications receiving and transmitting equipment including radio transmitting communication equipment, teletype equipment, and computer equipment.
Operate specialized public safety computer systems and applications.
Read and interpret maps and other navigational resources and give directions.
Type and enter data accurately at a speed necessary for successful job performance.
Work under pressure, exercise good judgment, and make sound decisions in emergency situations.
Understand and follow oral and written instructions.
Interpret, apply, and explain applicable federal, state and local policies, procedures, laws, codes and regulations including police records retention and dissemination policies and procedures.
Maintain composure, alertness and concentration while working for extended periods of time.
Compile, maintain, process, and prepare a variety of records and reports.
Deal tactfully and courteously with the public reporting emergencies and seeking information or filing a report.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Dispatcher I

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course within specified time period.

Experience:

Two years of increasingly responsible clerical experience that includes customer service in an environment with frequent interruptions.

Dispatcher II

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course.

Experience:

Two years of experience comparable to that of a Dispatcher I with the City of Ceres.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid P.O.S.T. Dispatcher Certificate.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 disabilities to perform the essential job functions.

Environment: Work is performed in an office and emergency services dispatch center setting with extensive public contact; incumbents are required to work evening, night, weekend, and holiday shifts; incumbents may be called back or held over to maintain staffing levels.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Bargaining Group: Miscellaneous
FLSA Status: Non-Exempt
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Johnson & Associates

ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Public Safety Dispatcher I/II position and I certify that I can perform these functions.

Applicant Signature

Date

Witness

*Management has the right to add or change these duties of the position at any time.