



PUBLIC SAFETY RESERVE DISPATCHER

DEFINITION

To operate a computer aided dispatch and radio system receiving calls and dispatching public safety equipment and personnel; and to maintain public safety records and reports.

DISTINGUISHING CHARACTERISTICS

Serves as a relief Public Safety Dispatcher. Reserve dispatcher performs the routine tasks and duties assigned to Public Safety dispatchers. Reserve dispatchers work on-call and are subject to various shift and work day assignments.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from sworn or other supervisory personnel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Receive emergency and non-emergency telephone calls from the public and other jurisdictions.

Dispatch police personnel and equipment in response to such calls; transfer fire and medical communications to appropriate agencies.

Relay emergency and non-emergency information to public safety personnel in the field.

Relay information to other agencies as required; search and relay warrant information.

Monitor multiple radio frequencies; maintain status of public works units, as necessary.

Maintain accurate record of location and status of public safety units.

Monitor security cameras and monitors for the various city facilities.

Assist public safety personnel in data collection or transmission.

Perform clerical duties related to public safety operations such as data entry, filing, answering phones and assisting the public.

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.

MINIMUM QUALIFICATIONS

Knowledge of:

English usage and grammar.

Modern office procedures and practices.

Principles and practices of emergency and non-emergency dispatch and communication.

Principles and practices of public safety computer equipment.

Ability to:

To operate radio and telephone equipment in dispatching public safety equipment and personnel.

Perform job tasks effectively under pressure for sustained periods of time.

Memorize and retain information from a variety of sources.

Learn to operate multiple public safety computer systems.

Perform several tasks at once and assign reasonable priorities to incoming calls.

Speak clearly and concisely in an understandable voice via radio and telephone and in person.

Type accurately at a speed necessary for successful job performance.

Work rotating shifts.

Establish and maintain effective working relationships with those contacted in the course of work.

Use multiple public safety computer systems.

Perform duties independently.

Anticipate the information needed by field personnel.

EXPERIENCE AND TRAINING

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

Experience:

Experience performing duties similar to the Public Safety Dispatcher I in the City of Ceres.

Training:

Equivalent to the completion of the twelfth grade.

SPECIAL REQUIREMENTS

No felony convictions.

Ability to pass background investigation.

Ability to pass city-paid hearing test.

TOOLS AND EQUIPMENT USED

Communications switchboard, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; radio.

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 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 is frequently required to sit for extended periods, talk and hear radio and telephone conversation without aid. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this 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.

The noise level in the work environment is usually quiet. The office is a low-light environment. The type and nature of calls can create periods of extended stress.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

CITY OF CERES
Public Safety Reserve Dispatcher (cont.)

SELECTION GUIDELINES (cont.)

The job description does not constitute an employment 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.

DEPARTMENT: Public Safety

Approval: Appointing Authority

Effective Date: 5/00 Revision History: