

**SENIOR PUBLIC SAFETY DISPATCHER**

*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 direction, leads, oversees, and participates in the more complex and difficult work of staff responsible for performing 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; performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities; and performs a variety of technical and administrative tasks relative to assigned areas of responsibility.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced journey level class in the Public Safety Dispatch series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including providing lead supervision to assigned staff, performing the more technical work of the unit, and providing administrative support to dispatch operations. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

**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. Lead, plan, train, and review the work of staff responsible for performing duties related to the operation of the dispatch center; participate in performing the work of the unit and perform the most complex work of the unit including addressing technical issues and making operational decisions in coordination with supervisory and management staff; audit data input from dispatch center activities.
2. Train assigned employees in their areas of work including emergency dispatch methods, procedures, and techniques.
3. Assist in coordinating the scheduling of dispatch center staff; ensure all shifts are sufficiently covered.
4. Provide a variety of staff and administrative assistance related to the dispatch center; attend staff meetings and work with supervisory and management staff to resolve issues related to dispatch; perform special projects as assigned including researching training opportunities and developing dispatch related policies and procedures.
5. Perform the full range of Public Safety Dispatcher duties; 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.

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6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. Monitor public security cameras and alarms for City facilities, parking lots, parks, and related facilities.
12. Maintain accuracy of rotational tow log; ensure that tows are evenly distributed among authorized tow companies.
13. May provide input into performance evaluations.
14. 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:**

Principles of lead supervision and training.

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.

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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:**

Lead, organize, and review the work of dispatch center staff.

Independently perform the most difficult work related to the area of work assigned including technical and administrative duties.

Assist in the technical and functional supervision of the dispatch center.

Audit data input from dispatch center personnel.

Provide one-on-one training of new dispatchers.

Interpret, explain, and enforce department policies and procedures.

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Effectively communicate and elicit information from upset and irate callers.

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:*

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by successful completion of the P.O.S.T. basic dispatch course. Advanced training and certification in emergency dispatch procedures or operations is highly desirable.

**Experience:**

Three years of increasingly responsible public safety dispatch experience comparable to a Public Safety Dispatcher II in the City of Ceres.

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**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

June, 2007

*Johnson & Associates*

**ACKNOWLEDGMENT**

I acknowledge that I have read the job description and requirements for the Senior Public Safety Dispatcher 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.