

POSITION DESCRIPTION

Class Title: Dispatcher

General Purpose:

Dispatch 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. Receives 911 police, fire and medical emergency calls; performs a variety of duties in support of non-sworn and sworn office and field. The work involves interdepartmental coordination within the City as well as with other agencies throughout the County. Performs a variety of general support duties related to the operation of a police communications center that functions 24 hours a day, 7 days a week. This class is distinguished from other City technical office support classes in that the work requires knowledge of codes, law enforcement and dispatching policies and procedures in addition to standard office support skills.

Supervision Received:

General supervision is provided by a Patrol Sergeant. Technical or functional supervision may be provided by higher level police personnel.

Supervision Exercised:

Incumbent may serve as Field Training Officer, supervising and training new personnel.

Essential Duties:

- Perform a variety of duties simultaneously and accurately;
- Receive, triage, and process emergency and routine calls from the public requesting police, fire, medical or other emergency service, applying the techniques, procedures, policies, and methods used in the operation of a public safety dispatching agency;
- Interrogate callers to determine pertinent information, maintaining composure and working quickly under pressure;
- accurately maintain contact, track the status and location of all units on assignment;
- use a Computer Aided Dispatch system to enter pertinent response information and unit status data;
- access 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;

- monitor several different police radio frequencies and operate a variety of communications equipment and technology;
- provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police records or for fire and related services at a public counter or over the telephone; determines the nature of the contact; provides factual information regarding services, policies and procedures, or directs the caller to the proper individual agency.

Additional Duties:

- Arrange for tow trucks and public works emergency service or contact appropriate agencies;
- operate and maintain the audio recording device and produce copies;
- perform a variety of record keeping, filing, and other general clerical work, specifically related to the communications center function and complex computerized systems;
- monitor surveillance cameras;
- arrange for unplanned staffing needs;
- monitor and respond appropriate personnel to internal panic alarms;
- manually activate exterior doors from the communications center;
- test and inspect equipment as required;
- provide general instruction to new employees;
- travel by vehicle to mandated training.

Minimum Qualifications:

Ability to: Successful completion of a background investigation per Section C – Personnel Selection and Standards in the Peace Officer Selection Requirements Regulations 1950 – 1955 (which includes a credit history, military, employment and an extensive criminal records activity search), psychological examination, polygraph or voice stress analysis, pre-employment physical examination (including audio and visual screening, and physical agility testing).

Incumbent must be at least 21 years of age and must be a citizen of the United States; or be a permanent resident alien and have applied for citizenship.

Knowledge/Skills:

Standard radio or telephone communications receiving and transmitting equipment; standard broadcasting procedures and rules; operation of common radio dispatch equipment; public safety classification codes; basic provisions of the California

vehicle and penal codes; geographic features and streets of the City of Yreka; correct English usage, spelling, grammar and punctuation.

Special Requirements:

Incumbents must possess a Public Safety Dispatcher or satisfactorily complete the Public Safety Dispatcher's Basic Course as required by P.O.S.T. within 12 months of appointment.

Tools and Equipment:

Telecommunications equipment, including computer-aided system; personal computer including work processing software, copy machine, facsimile machine, and radio.

Physical Demands:

While performing the duties of this job, the employee is frequently required to sit and talk and hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. Incumbents may also be required to lift and/or move up to 25 pounds short distances when moving files, property, and supplies

Working Environment:

This job is in an emergency communications center at the Police Department. The center is staffed by dispatchers 24 hours a day, 7 days a week. Incumbents in the classification are required to work various shifts as assigned. Shifts will include nights, weekends, holidays and rotating shifts. Due to the unpredictable nature of 24 hours a day/7 days a week emergency work, it is essential that incumbents assigned to this classification be able to work more than 10 hours in a day and more than 40 hours in a week with little or no notice, in order to maintain operational staffing requirements. Incumbents operate a visual display terminal for extended periods of time, sometimes without the ability to move at will. While the workstations are adjustable to accommodate standing, most incumbents perform the job duties while seated, often for long periods without breaks, and while standing there would be little opportunity for movement at will. Every job function requires real time keyboard entry of data, requiring continuous, repetitive arm and hand movement. Every job function requires the use of a variety of computers and communications equipment, which requires coordinating movement of more than one limb simultaneously and making fine, highly controlled muscular movements; the ability to hear and understand telephone conversations and radio traffic, and hear alarms and other

auditory warning devices; and the ability to read and understand printed material and data displayed on multiple video display monitors.

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.

I hereby acknowledge receipt of this job description and understand all requirements related to this position.

Signature

Date: _____