

PUBLIC SAFETY DISPATCHER

Job Description

DEFINITION

To receive and provide the appropriate response to emergency and non-emergency calls for police, fire, EMS/rescue, animal control and after hours public works; to perform a variety of clerical functions in support of police and City operations; to act as a resource to visitors and the general public regarding routine inquiries; and to function as a positive and cooperative team member.

DISTINGUISHING CHARACTERISTICS

This job class functions at the journey level of job performance. Employees in this classification perform the full range of assigned duties in an independent manner. Employees in this classification receive only occasional instruction or assistance as new or unusual situations arise and are fully competent and knowledgeable of the operating procedures and policies within the City and the Police Department. Employees in this job class are responsible for responding to a wide variety of calls and requests in an appropriate and timely manner which requires a thorough knowledge of public safety dispatch procedures and standards as well as excellent communication and interpersonal skills. Employees in this job class may also be trained in other clerical and recordkeeping functions in order to provide competent back-up and additional administrative/operational support as necessary.

SUPERVISION RECEIVED

Employees in this classification receive general supervision from the Public Safety Dispatch Supervisor within a framework of established policies and standard operating procedures.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Receives emergency and non-emergency calls for police, fire, EMS/rescue, animal control and after-hours public works requests; collects all pertinent information, determines nature and priority of call as well as location of incident, and provides appropriate response.
- Dispatches appropriate emergency or non-emergency service response to requests for assistance; refers callers to appropriate resource as necessary.
- Greets visitors and the general public and answers telephone; provides basic and routine information, takes messages, refers inquiries to appropriate staff/resource, and follows-up to ensure the inquiry has been answered in an appropriate and timely manner.
- Maintains contact with Police Officers in the field; provides records information and responds to requests as necessary.
- Processes a variety of police documentation and forms such as arrest warrants, crime reports, release of impound vehicles, citations, fingerprint cards, and bicycle licenses; verifies accuracy, completeness, and compliance with pertinent guidelines and regulations.
- Maintains and updates specialized police recordkeeping system; files and retrieves information as necessary and upon request; enters and retrieves data from computerized law enforcement network.
- Performs a variety of clerical functions in support of both City and Police Department operations; sorts, processes, and files documentation; types/word processes records, forms, and correspondence; prepares a variety of reports, logs, and receipts; proofs and verifies data.

- Assists citizens and general public at the complaint desk by providing appropriate information and forms for completion; answering questions regarding the accessing of reports and records; receives registrations and other documents for filing and/or distribution.
- Monitors interview areas and holding cell when occupied; assists with the search and booking of suspects and prisoners as necessary and upon request.
- Prepares summary reports on public safety and departmental activities and emergency responses; maintains emergency notification data for City businesses.
- Performs related duties as required.

EMPLOYMENT STANDARDS

Knowledge of:

- Standard and accepted office practices, procedures, and techniques.
- Standard and accepted English usage, spelling, grammar and punctuation.
- Standard and accepted receptionist techniques and telephone etiquette.
- Designated computer software and its applications.
- Standard and accepted radio and telephone communication equipment and radio codes.
- Standard and accepted functions, procedures and practices of public safety operations including police, fire, rescue and paramedic activities.
- Basic laws, regulations and guidelines related to confidentiality issues and the release of information from law enforcement records.

Ability to:

- Learn the City and departmental organizational structure, ordinances, policies, and procedures.
- Learn the location and configuration of the City's streets, landmarks, public areas, community facilities and schools.
- Read and write English at a sufficient level for successful job performance.
- Understand and carry out a variety of both oral and written instructions in an independent manner.
- Interview and communicate with a variety of diverse individuals in a positive, persuasive, and effective manner.
- Type/word process accurately and at a speed sufficient for successful job performance.
- Utilize designated work processing, spreadsheet, database and other specialized software programs accurately and effectively.
- Organize and prioritize a variety of tasks in an effective and timely manner.
- Think clearly in a variety of emergency situations and respond in a timely and calming manner.
- Operate and utilize designated telephone communication and radio equipment and codes in an effective and timely manner.
- Perform mathematical calculations including addition, subtraction, multiplication, and division accurately.
- Operate a variety of office machines and equipment including computer terminal, peripheral equipment, fax machine, teletype machine, copier and calculator.
- Meet the physical requirements necessary to perform required duties in a safe and effective manner for self and others.
- Establish and maintain effective work relationships with those contacted in the performance of required duties.

LICENSES AND CERTIFICATES

- The ability to successfully obtain a California Law Enforcement Telecommunications System (C.L.E.T.S.) Certificate within one (1) year of employment within this job class.
- The ability to successfully obtain the Emergency Medical Dispatcher Certificate within one (1) year of employment within this job class.
- The ability to successfully complete the P.O.S.T. Basic Dispatcher course within one (1) year of employment within this job class.

TRAINING AND EXPERIENCE

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

Training

- The successful completion of the twelfth grade to include the ability to read and write at a level required for successful job performance.

Experience

- At least one (1) year of work experience performing clerical, receptionist, or public contact duties, preferably within a police or other public safety agency.

TYPICAL PHYSICAL REQUIREMENTS

Sitting for extended periods of time daily; standing and walking short distances. Minimal twisting, bending, stooping, and lifting in the performance of assigned duties. Normal manual dexterity and eye-hand coordination required; repeated hand-wrist movement required. Corrected vision to normal range; normal hearing and talking is required for constant radio and telephone communications; ability to write and listen at the same time for timely recording of data; verbal communications required; ability to use a variety of office equipment and machines as referenced. Good memory and recall is necessary for the accurate and timely transfer of information.

TYPICAL WORKING CONDITIONS

Assigned work is normally performed in an office environment. Employee works in a high stress environment and is exposed to emergency and high demand situations in the performance of required duties. Employees may be subject to rotating shifts. Continuous contact with other staff, citizens, other agencies, and businesses as well as the general public.