

PUBLIC SAFETY DISPATCHER

DEFINITION

Under general supervision, to receive and dispatch routine and emergency radio and telephone communications; to dispatch law enforcement, emergency medical, and other public safety personnel and equipment; to maintain field communications during incidents; to serve as a Public Safety Answering Point for the 911 System; to perform general office support assignments; and to do related work as required. Serves as Disaster Service Worker. FLSA Status: Non-exempt.

DISTINGUISHING CHARACTERISTICS

This is the experienced level in the Public Safety Dispatcher class series. Incumbents are expected to perform the full scope of dispatching and field communications assignments with minimal guidance and supervision. This class is distinguished from the Public Safety Dispatcher Trainee in that Public Safety Dispatcher Trainees perform many assignments in training and learning capacity. Incumbents are expected to work ten-hour shifts. Work shifts will rotate every four (4) months.

REPORTS TO

Public Safety Dispatcher Supervisor, Police Sergeant, or as assigned.

CLASSIFICATIONS SUPERVISED

This is not a supervisory class.

ESSENTIAL FUNCTIONS

Answers the telephone, receiving and classifying calls; determines priority of response and uses radio equipment to dispatch police, emergency medical, and other public safety units to emergency and routine incidents; dispatches units according to availability, assigned geographic area, and location; maintains field communications for public safety checks and during emergencies and other incidents; insures adequate back-up for Police personnel; serves as a Public Safety Answering Point for 911 Telephone System; transfers emergency calls to other agencies as warranted; monitors various public safety radio channels to remain aware of dispatching requirements and potential emergencies; uses a computer to maintain records/logs of calls for services, radio transmissions, and telephone messages; records and maintains master audio tape recording equipment for all radio transmissions/telephone calls; establishes chain of custody/evidence for communications dispatcher records; enters and clears information on the California Law Enforcement Telecommunications Systems (CLETS) and the Computer Aided Dispatch System (CAD); coordinates interagency law enforcement, public safety, and emergency medical communications using telephone,

radio, and computer equipment; updates daily dispatching logs; enters information such as stolen/repossessed property, missing persons, and abandoned vehicles information into teletype and communications systems; may search master recordings for information; operates dispatching equipment and computers; and provides Police Department information to staff, civic groups, and the public.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods, generally up to three hours; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment including computer, telephone, calculator, copiers, and FAX, as well as radio communication and dispatching equipment.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; continuous contact with other staff and the public.

MINIMUM QUALIFICATIONS

Knowledge of:

- Computer operations and data entry systems.
- Municipal services operations with particular emphasis on police and fire services.
- The general geography of the City of Atwater.
- Public relations methods and techniques.
- Modern office methods and procedures.
- Policies, procedures, and functions of the Atwater Police Department.
- Proper operation and care of telephone, CLETS, computer terminal, and radio equipment used by the City.
- Laws, codes, and regulations related to transmission/reception of public safety communications.

Ability to:

- Remain calm during emergencies and stressful situations.
- Operate radio communications, computerized systems, and teletype equipment.
- Use sound judgment in dispatching personnel and equipment.
- Think clearly and act calmly in emergency situations.
- Read, analyze, and interpret laws, codes, rules, and regulations.
- Evaluate situations and respond appropriately.
- Take and transmit clear and complete directions and information.
- Perform a variety of office support work.
- Use a keyboard and computer to enter and extract a variety of data and information.
- Deal tactfully and courteously with the public and other staff.

- Establish and maintain cooperative working relationships.

Training and Experience:

- One (1) year of work experience performing public safety dispatching work comparable to that of a Public Safety Dispatcher Trainee with the City of Atwater.
- **Lateral Entry Public Safety Dispatchers:** Satisfactory continuous employment of at least twelve (12) months as a regularly employed, full-time Public Safety Dispatcher with a California law enforcement agency within one (1) year of application and possession of a POST Public Safety Dispatcher Certificate.

SPECIAL REQUIREMENTS

- Completion of the Basic Dispatcher Course and possession of a Dispatcher Certification from POST.
- Ability to type at a net speed of a minimum of 40 words per minute.

Education:

- Equivalent to graduation from high school.

License:

- Possession of a valid California driver's license.

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