

PUBLIC SAFETY DISPATCHER TRAINEE

DEFINITION

Under general supervision, to learn City Police Department dispatching policies, methods, and procedures; 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 learn Public Safety Answering Point procedures and functions 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 entry and first working level in the Public Safety Dispatcher class series. Incumbents have responsibility for dispatching and maintaining field communications with public safety personnel. Public Safety Dispatcher Trainees perform many assignments in training and learning capacity. When an incumbent becomes familiar with the Police Department and dispatching system operations and policies, demonstrates good sustained work performance, and works independently as a solo dispatcher he/she shall be promoted to the Public Safety Dispatcher level. Incumbents will be expected to work ten-hour shifts. Work shifts will rotate every four (4) months.

REPORTS TO

Public Safety Dispatcher, 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 communications with emergency medical and public safety activities using telephone, radio, and computer equipment; updates daily dispatching logs; enters information such as stolen/repossessed property, missing persons, and abandoned vehicles information into the teletype systems; may search master recordings for information; operates dispatching equipment, office 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:

- The general geography of the City of Atwater.
- Public relations methods and techniques.
- Modern office methods and procedures.

Ability to:

- Learn the policies, procedures, and functions of the Atwater Police Department.
- Learn to 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 a variety of office support assignments in a position requiring considerable public contact, preferred.
- Ability to successfully complete a POST-certified Public Safety Dispatcher Course approved by the Atwater Police Department.

SPECIAL REQUIREMENTS

- Within one (1) year of appointment, Department to send employee to POST Basic Dispatcher Course.
- Ability to type at a net speed of a minimum of 40 words per minute.

Education:

- Equivalent to graduation from high school.

License:

- None.

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