



POLICE DISPATCHER

DEFINITION

Under general supervision, receives police and emergency calls and dispatches police units following prescribed procedures; answers non-emergency calls for public safety and other City departments; performs a variety of general administrative support duties including record keeping, typing, and filing; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Dispatcher Supervisor. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This journey-level non-sworn classification is responsible for independently performing the full range of receiving and dispatching emergency call duties in support of the Police Department. Positions at this level exercise judgment and initiative in their assigned tasks, receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Police Dispatch Supervisor in that the latter is the serves as the first level supervisor within the Dispatch Bureau.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives calls, complaints, and inquiries from the public for police or other emergency services over the phone; answers 911 calls; screens incoming calls to determine necessity, priority and type of response required in accordance with established procedures.
- Dispatches public safety emergency units using a computerized dispatch system, including determining priority of emergency, and contacting and sending appropriate response unit.
- Operates a computer, telephone, and radio console and telecommunication equipment simultaneously while performing dispatching activities; tests and inspects equipment as assigned.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support, or information.
- Enters, updates, and retrieves a variety of records from a database, including stolen vehicles, vehicle registration information, and warranted or missing persons.
- Accesses 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.
- Processes in-custody paperwork on prisoners; processes restraining orders and enters emergency protective orders into the restraining order system.
- Monitors jail and station cameras.
- Acts as a liaison to the public and representatives of other agencies for the department; provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police

records or related services; determines the nature of the contact; provides factual information regarding services, policies, and procedures; directs the caller to the proper individual or agency.

- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files.
- Testifies in a court of law regarding activities leading to legal proceedings as necessary.
- Attends necessary training, shift briefing sessions, participates in drills, and test scenarios to prepare for unexpected emergencies.
- Assists in training new dispatchers.
- Observes and complies with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, practices, methods, and techniques of law enforcement agencies.
- Techniques for eliciting and providing accurate and timely information in emergency situations.
- Principles, practices, methods, techniques, and terminology used in public safety dispatching, including computer aided dispatch and related emergency systems.
- Operational characteristics of computer-aided communication systems and devices; standard radio and telephone communications receiving and transmitting equipment.
- Terminology used in dispatch operations.
- City and County geography, maps, streets, and landmarks.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Record keeping principles and procedures.
- Principles and practices of data collection and report preparation.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Assess and prioritize emergency situations while remaining calm and composed and using sound, independent judgment; dispatch appropriate response units for a diverse range of emergency situations.
- Memorize and retain detailed information including codes, names, street locations, and other information.
- Read and interpret maps and other pertinent documentation.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Obtain necessary information from individuals in stressful or emergency situations; understand multiple messages and direction simultaneously; explicitly follow oral and written instructions.
- Use mature judgement; apply a practical, through approach to a wide variety of circumstances and individuals.

- Compile and summarize information to prepare accurate, clear, and concise reports; write in a legible, grammatically correct, and accurate manner to report and record information.
- Learn, retain, and utilize the full capabilities of the computer-aided dispatch system and other dispatch equipment in a quick and effective manner;
- Learn, retain, and use broadcasting, departmental, and city procedures.
- Perform technical, detailed, and responsible office support work; compose correspondence independently or from brief instructions; organize, maintain, and update office database and records systems; enter and retrieve data from a computer with sufficient speed and accuracy.
- Organize own work, set priorities, and meet critical deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Enunciate, communicate clearly, distinctly, and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade and one (1) year of experience working with radio and computer equipment in the field of law enforcement, fire, or medical dispatching.

Licenses and Certifications:

Possession of a valid California Driver's License, and a good driving record, to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a centralized communication operations environment, using public safety emergency services equipment including computer-aided dispatch systems, telephones, radios, and other communication devices, as well as standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone and radio. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Performance of the work frequently requires positions to remain at a workstation for extended periods of time. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in a centralized communication operations environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Incumbents may work unusual hours, rotating shifts, evening, night, weekend, and holiday shifts.