

DISPATCHER/SENIOR DISPATCHER

DEFINITION

Under general supervision of higher level staff, receives and dispatches calls from the public for emergency and non-emergency services; assists with clerical duties within the Police Department and performs other related duties as assigned.

CLASS CHARACTERISTICS

Dispatcher: This is the entry level class of the Dispatcher/Senior Dispatcher series. This class is distinguished from other 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. This class is distinguished from the Senior Dispatcher in that the latter is capable of performing assigned duties with greater independence; participates in the training of new dispatchers; and performs the most complex duties assigned to the class series. The Dispatcher class is alternately staffed with the Senior Dispatcher and incumbents may advance to the higher level upon meeting the promotional requirements established for the position.

Senior Dispatcher: This is the journey-level class of the Dispatcher/Senior Dispatcher series. This class is distinguished from the Dispatcher by the performance of the full range of duties. This class requires only general direction or assistance as new or unusual situations arise and employees are fully aware of the operating procedures and policies of the work unit. This class is further distinguished from the Dispatcher by the performance of assigned duties with greater independence; the training of new dispatchers; and the performance of the most complex duties assigned to the class series. This class is flexibly staffed and normally filled by promotion from the lower class of Dispatcher, or when filled from the outside, requires satisfactory demonstration of ability to meet the requirements established for promotion to the position.

EXAMPLES OF DUTIES— duties may include, but are not limited to the following:

- Receives emergency service calls from the public; determines nature and location of emergency.
- Dispatches emergency units in accordance with established procedures and policies using a computerized dispatch system.
- Maintains contact with all field units, including accounting for location and status of all units and maintaining records of all field calls.
- Coordinates services with other public and private agencies, including law enforcement, fire department, ambulance, hospital, towing, etc. to request mutual assistance.
- Runs vehicle registration checks and warrant checks on subjects and relays information to Officers in the field; enters, receives, distributes and broadcasts Teletype information.
- Performs dispatch related clerical duties including, but not limited to, processing and filing of various logs, reports, citations, and licenses; data entry, photo copying, copying of recorded information, and DOJ fingerprint processing.

- Monitors scanner and Public Works radio, takes appropriate action as necessary.
- Supports front office function as necessary during business hours; is responsible for front office functions during non-business hours.
- Performs other related duties as assigned.

Senior Dispatcher: In addition to the above duties, also participates in training of new dispatchers.

REQUIREMENTS

Knowledge of: Local and state laws including California Penal Code, California Vehicle Code Health and Safety Codes and the City of Arcata Municipal Code; City of Arcata geography; standard office practices; multi-line telephone systems; computer aided dispatch (CAD) and record management systems (RMS); Teletype systems and dispatch related software; police radio communications.

Ability to: Remain calm while obtaining information from individuals who are in crisis, often involving life or death situations; perform multiple tasks under pressure, with accuracy and speed; operates personal computer using both standard and specialized software; work independently including organization and prioritization of daily tasks; operate multi-line phone, TDD phone, Teletype and police radio systems; perform routine office practices; apply principles and practices of effective customer service; read maps and give accurate and detailed directions; establish and maintain cooperative working relationships with those contacted in the course of work.; maintain strict confidentiality in relation to information received in the course of work.

OTHER REQUIREMENTS

- Must be willing and available to work a variety of shifts including nights, weekends and holidays.
- Must be willing and available to work overtime, as required, with or without prior notice.
- Must be willing to travel to attend meetings and/or trainings as necessary.
- Ability to sit for extended periods of time as required.
- Must be able to handle emergency situations while remaining calm.

PHYSICAL REQUIREMENTS

Must be able to perform the physical aspects of the job, including sitting for periods of time; operating standard office equipment, including a computer; hearing and speech to communicate in person, over the telephone and dispatch radio; lift, push, pull, and carry up to 25 lbs.; interact with a variety of people in emergency or customer contact situations while multi-tasking.

EXPERIENCE AND TRAINING

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:

Dispatcher and Senior Dispatcher: Equivalent to graduation from high school..

Dispatcher: At least one (1) year experience in a position with clerical and customer service responsibilities. Prior experience in the operation of radio, Teletype, or other communication equipment is highly desirable.

Senior Dispatcher: Satisfactory demonstration of at least three (3) years experience independently performing the duties of Dispatcher; successful completion of the POST Dispatcher Trainer course; and the ability to perform the specific tasks established for promotion to the position.