



## **CLASSIFICATION SPECIFICATION DISPATCHER**

### **JOB SUMMARY:**

Under general supervision, the Dispatcher receives and processes routine and emergency calls; enters, retrieves, and uses data from various automated law enforcement information systems; coordinates with other emergency service providers as appropriate; and performs other related duties as assigned.

### **CLASS CHARACTERISTICS:**

The Dispatcher performs a variety of technical law enforcement support duties related to communications and public contact. This class differs from a Police Records Supervisor due to the level of experience required, complexity of work performed, and narrower scope of responsibilities focusing on dispatching emergency and non-emergency calls for service.

### **EXAMPLES OF DUTIES:**

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

- Receives and enters 911 calls for service in the Computer Aided Dispatch System (CAD): dispatches field units and monitors their status; and determines the nature and location of calls and the level of service needed.
- Relays information to officers including suspect descriptions and location updates; retrieves information from the California Law Enforcement Telecommunications System (CLETS) for officers including information on outstanding warrants; transfers calls to other law enforcement agencies if appropriate; and trains less experienced Dispatchers as directed.
- Informs the Watch Commander of calls in progress; maintains communication with field units and other staff; maintains a daily log of all pending and dispatched calls for service; receives information and calls for service from other law enforcement agencies; and provides information to other law enforcement agencies by telephone and teletype.
- Assists the general public, City staff, and outside groups and agencies in person and by telephone with emergencies and provides general information regarding law enforcement regulations and department policies and procedures.
- Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS:**

#### **Knowledge of:**

- Computer-aided dispatch system and other relevant computer programs or software used to research and obtain information; police operations and standard procedures; applicable federal, state, and local laws, codes, and regulations; and office administration practices and procedures.

- Correct English usage, spelling, grammar, and punctuation; business letter writing and other document preparation; and modern office methods, procedures, and equipment including the use of a copier, facsimile machine, scanners, or calculator.
- Principles of fiscal, statistical, and administrative research and report preparation; records management principles and procedures including record keeping and filing principles and practices; methods and techniques of proper phone etiquette; and customer service and public relations methods and techniques.

**Skills/Abilities:**

- Operate a variety of communications equipment including radio consoles, telephones, and computer systems; elicit information from callers who may be upset, distressed, or not communicating clearly; gather, analyze, and evaluate facts and evidence and reach sound conclusions; act quickly and calmly in emergencies; correctly interpret and explain applicable laws, codes, and regulations; observe safety principles; and work in a safe manner.
- Communicate clearly and concisely both orally and in writing; understand and follow oral and written directions as provided; create and edit a variety of documents; and assist in the maintenance and organization of office and specialized files.
- Establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.

**Education and Experience:**

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- High school diploma or GED equivalent.
- Two years of increasingly responsible clerical, administrative, and/or customer service experience.
- Local government experience is desirable.

**Licenses and Certifications:**

- Certification from an accredited business school, adult school, or employment agency verifying a NET speed of 40 WPM is required.
- Ability to obtain within one year of appointment a P.O.S.T. Public Safety Dispatcher Certificate is desirable.
- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.

**PHYSICAL DEMANDS:**

- Ability to lift up to 10-15 pounds or more and get from one location to another in the course of doing business including climbing stairs, stooping, and bending.

**WORK ENVIRONMENT:**

- Employee generally works indoors. Environment is generally clean with limited exposure to conditions such as dust, fumes, or odors. Noise level in the work environment is usually moderate

but the employee may occasionally be exposed to loud talking and interruptions from telephones and/or members of the public.

**NOTE:**

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

**Established Date:** July 17, 2017