

CITY OF EMERYVILLE/MESA

Created: June 2016
Revised: September 2017
TITLE: POLICE COMMUNICATIONS DISPATCHER
FLSA: NON-EXEMPT
Class Code: 1242

POLICE COMMUNICATIONS DISPATCHER

DEFINITION

Under general supervision of police management, receives and transmits routine and emergency telephone and radio voice messages, dispatches required equipment; performs responsible clerical work of moderate complexity; operates various dispatch center equipment including computer terminals; maintains equipment; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Services Manager or other police management staff. Exercises no supervisory duties.

CLASS CHARACTERISTICS

This is a journey-level classification whose incumbents perform dispatching of emergency and non-emergency police services and direct all other "9-1-1" calls. This class is distinguished from other City office support classes in that the work requires knowledge of law enforcement and dispatching policies and procedures in addition to standard office support skills.

EXAMPLES OF ESSENTIAL 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.

Answers emergency and routine calls for service; collects information necessary for response; dispatches appropriate personnel to location or incident scene; responds to needs of officers involved in law enforcement related activities; responds to requests from the public; maintains composure during incident period and prioritizing tasks according to importance.

Relays information to other agencies and coordinates mutual response radio traffic as required.

Works various hours including rotating shifts, holidays and weekend, and overtime as required.

Establishes and maintains effective working relationships with those contacted in the course of the work; assumes control of situations when necessary; requests intervention of sworn or supervisory personnel at appropriate time.

Operates a variety of equipment such as Computer Aided Dispatch (CAD) system, record management system (RMS), personal computer, on-line computer terminal, vehicle, multiple-line telephone, and police radio.

Assesses situations and makes appropriate decisions consistent with established guidelines and training.

Maintains accurate departmental and law enforcement records and files; researches and compiles data and prepares reports of reported emergencies, equipment dispatched, and /or position of emergency.

Acts as the first line answering point for the department and responds to requests from the public.

QUALIFICATIONS

Knowledge of:

- Basic functions, principles and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Record-keeping and report writing principles and procedures.
- Modern office practices, methods, and equipment.
- Correct English usage, grammar, spelling, vocabulary, and punctuation.
- Standard business and department report writing formats.
- Basic mathematics including addition, subtraction, multiplication and division.
- Techniques for providing a high level of customer service by effectively dealing with the public and City staff.

Ability to:

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Maintain confidentiality of information received during the course of work.
- Operate various tools and equipment including police radio, multi-line telephone, and CAD/RMS system.
- Learn and apply department, City, state and federal rules, regulations, codes, ordinances and laws.
- Work independently for extended shifts.
- Interpret, apply, explain, and ensure compliance with applicable Federal, State, and local laws, rules, regulations, codes, policies, and procedures related to assigned functional area.
- Compose correspondence and reports independently or from brief instructions.
- Maintain accurate records and files.
- Organize own work and set priorities.
- Follow oral and written directions.
- Obtain necessary information from individuals in stressful or emergency situations.
- Read street maps; learn locations of streets and highways, residential and commercial areas of the City.
- Type from clear printed copy at a speed of 35 net words per minute.
- 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 the completion of the twelfth (12th) grade. Experience in a customer setting.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office and law enforcement communications equipment. Stamina to maintain attention to detail and work on a computer for an extended period of time. Eye sight sufficient to read data, memos, spreadsheets, vouchers, computer screens; manual dexterity to operate a personal computer, typewriter, photocopier, word processor; ability to sit for extended periods; stand, walk, bend reach above and below shoulders, lift and carry objects weighing up to 20 pounds, work occasional long hours; hear tones, signals and radio and phone traffic.

Licenses and Certifications: Must obtain a Peace Officers Standards and Training (POST) Public Safety Dispatcher Certificate prior to completion of probation. Possession of a valid California drivers' license with a satisfactory driving record by date of appointment.

Position also requires a background check and pre-employment medical examination.