

COMMUNICATIONS DISPATCHER

DEFINITION

Under the direction of the Police Chief and supervisors, the position performs in a training or solo capacity to dispatch Police, Fire, and emergency medical services and personnel and responds to both urgent and non-emergency complaints and calls for service in the City's Communication Center. Performs work under general instructions, but with established policies, procedures and precedents as guides; and performs related duties as required to achieve successful results in support of the City's mission, goals, policies and objectives.

DUTIES, RESPONSIBILITIES AND EXPECTATIONS

This position is accountable to perform as a team member to assist with operational and support duties and services including but not limited to:

- Receiving, updating and reviewing police, fire, and emergency medical service calls and status of rescue units; prioritizing incidents and radio traffic; dispatching the appropriate police, fire, or rescue units in accordance with established operational guidelines
- Broadcasting information over radio or phone lines and entering call information into the computer aided dispatch system chronologically; transmitting messages to the appropriate station or location directing unit(s) to respond to calls; announcing information over station paging systems and via radio frequency; maintaining direct contact with field personnel; updating responding unit status, as necessary
- Receiving calls for service from the public and private alarm systems; determining the nature of the complaints, alarms, or codes for computer input; recording the type of incident, locations, and other details; inputting the information into the computer to be routed to the appropriate Police or Fire dispatcher.
- Working shifts and irregular hours including days, evenings, nights, overtime and including weekends and holidays; may be called back for major emergencies, disasters, and critical incidents
- Working in an environment that requires the ability to sit for extended periods of time, read color coded displays; use a computer terminal for extended periods; hear sufficiently to accurately and completely obtain information from callers; and communicate clearly to effectively dispatch information over the radio/communication system. Frequent lifting and/or moving up to 10 pounds and occasionally lifting and/or moving up to 25 pounds may be required.
- Providing outstanding internal and external customer service, communicating effectively with the public and fellow employees, solving problems and proactively creating sustainable solutions to issues
- Conducting duties, responsibilities, tasks and assignments with a constructive, cooperative, positive, Supporting the City's mission, goals, policies and objectives
- Supporting City's corporate values of: openness and honesty; integrity and ethics; accountability; outstanding customer service; teamwork; excellence; and fiscal responsibility
- Performing other related duties as required

The position requires the ability to work shifts, weekends and/or holidays, spell and use correct grammar, type a minimum of 45 words per minute, follow oral and written directions, and understand and follow complex written rules and regulations and policies and procedures. Also needed is the ability to memorize and use crime, phonetic alphabetical and computer codes, react quickly, efficiently and calmly in emergency situations, maintain effective working relationships with others and communicate effectively and professionally on the phone and radio.

QUALIFICATIONS

The position requires possession of a high school diploma or G.E.D. equivalent and the minimum age of 18 years at time of appointment. Additional college credits and bilingual skills are desirable. Applicants must possess a minimum of two (2) years as a public safety Emergency Services Dispatcher with computer aided dispatch experience. Applicants will be required to successfully complete position-appropriate testing simulating the emergency services job. Applicants are required to pass a California Certified Dispatcher School within 18 months of appointment or hold recognized equivalent certification of a State or Municipal Agency. Emergency Medical

Dispatch Certification must be obtained within 12 months of appointment to this classification.

The position requires computer literacy with knowledge in the use of Microsoft Word and Excel and the ability to learn the efficient use of the department's computer aided dispatch and Records Management Systems, State, County and local computer databases and other computer systems. Also required is the ability to communicate using email programs and to understand and adhere to city policies for information technology.

The position's expected competencies are to provide sound decision-making skills and critical thinking to professional recommendations, decisions and completed staff work. The position also requires the initiative to achieve positive, timely results for the organization while maintaining interpersonal, customer service, diplomatic skills and ethical conduct.

The position requires meeting the physical employment standards for the classification.