

POLICE DISPATCHER I
POLICE DISPATCHER II

DEFINITION

To perform communications between Police and Fire personnel, the general public and other law enforcement and fire agencies in emergency and non-emergency situations; to receive and relay information by a variety of communication methods; and to provide technical support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS

Police Dispatcher I - This is the entry level class in the Police Dispatcher series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Police Dispatcher I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Police Dispatcher II - This is the journey level class in the Police Dispatcher series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Police Dispatcher I

Receives immediate supervision from an assigned Police Sergeant.

Police Dispatcher II

Receives general supervision from an assigned Police Sergeant.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Maintain communications between Police and Fire personnel, the general public and other law enforcement and fire agencies; receive and relay information by radio, telephone, at the counter or by other communication means as appropriate; receive incoming 911 emergency and non-emergency calls from the public, for Police and Fire services.

Answer phones and 911 calls; assess need, nature of the call and reason for requesting assistance; collect pertinent data; dispatch to appropriate field personnel; monitor and

coordinate progress, location and needs of field personnel during specific activities in accordance with established procedures; enter information into system and maintain radio and activity log; research and provide accurate information requested by officers and citizens.

Contact and coordinate with county sheriff's department and other mutual aid agencies when applicable.

Provide accurate information to the public and assist walk-in citizens with requests at the front counter; receive complaints and reports from the public by telephone and over the counter.

Operate a Computer Aided Dispatch System; maintain department communications equipment and request repairs when needed.

Perform a variety of general support work to assist and maintain Police records, reports and files; accurately process and file arrest reports, warrants, subpoenas, citations and other miscellaneous departmental paperwork as required; maintain reference materials.

Assist with searching, booking and fingerprinting prisoners; arrange for tow trucks and contacts other appropriate agencies as needed.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Foster an environment that embraces diversity, integrity, trust, and respect.

Be an integral team player, which involves flexibility, cooperation, and communication.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Police Dispatcher I

Knowledge of:

Principles and practices of active listening and clear, effective communication.

Principles and practices of record keeping principles and practices.

Ability to:

Learn principles and practices of dispatch equipment including two-way radios, computer assisted dispatch and telecommunications.

Learn standard broadcasting rules and procedures.

On a continuous basis, sit at desk/console for long periods of time; intermittently, twist and reach office equipment; write or use keyboard to communicate through written means; verbally give instructions to officers in the field; monitor and hear officer's responses over the radio; and lift and carry weight of 10 pounds or less.

Intermittently review documents related to dispatching operations; observe, identify, and problem solve incidents while dispatching, remember, understand, interpret and explain operational policies and procedures to the public and staff.

Learn to project a calm and reasoning demeanor while dealing with irate or emotionally distraught people.

Learn the location of major streets, public places and landmarks within the City limits.

Learn to maintain accurate records and prepare clear and concise reports and documentation.

Exercise good judgment in emergency situations.

Speak clearly and precisely.

Maintain attention to detail despite frequent interruptions.

Use sound judgment in recognizing scope of authority.

Operate and use modern office equipment including computers and applicable software.

Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Learn relevant local, State, and Federal laws, rules and regulations related to area of assignment.

Utilize appropriate safety procedures and practices for assigned duties.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Communicate clearly and concisely, both orally and in writing.

Experience and Training

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

Experience:

Some clerical or dispatch experience is desirable.

Training:

Equivalent to the completion of the twelfth grade.

License and Certificate

Failure to obtain or maintain such required license(s) may be cause for disciplinary action.

Possession of a valid California Class C Driver License may be required at the time of appointment. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession of a Public Safety Dispatcher P.O.S.T. Certificate within one year of appointment.

Police Dispatcher II

In addition to the qualifications for the Police Dispatcher I:

Knowledge of:

Principles and practices of dispatch equipment including two-way radios, computer assisted dispatch and telecommunications.

Standard broadcasting rules and procedures.

Relevant laws, rules and regulations related to area of assignment.

Ability to:

Effectively use dispatch equipment including two-way radios, computer assisted dispatch and telecommunications.

Project a calm and reasoning demeanor while dealing with irate or emotionally distraught people.

Know the location of major streets, public places and landmarks within the City limits.

Work effectively on multiple tasks.

Establish priorities and take appropriate action.

Use courtesy, tact and firmness when required in dealing with the public.

Maintain accurate records and prepare clear and concise reports and documentation.

Experience and Training

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

Experience:

Two years of responsible experience similar to Police Dispatcher I with the City of Healdsburg.

Training:

Equivalent to the completion of the twelfth grade.

License and Certificate

Failure to obtain or maintain such required license(s) may be cause for disciplinary action.

Possession of a valid California Class C Driver License may be required at the time of appointment. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

Possession of a Public Safety Dispatcher P.O.S.T. Certificate.