

COMMUNICATIONS DISPATCHER

DEFINITION

Under general supervision, receives requests for fire/law enforcement services and dispatchers units via radio; maintains contact with department personnel in the field and stations; provides general phone reception for the city; performs related duties as required.

REPRESENTATIVE DUTIES

The duties listed below are examples of the work typically performed by the employees in this class. An employee may not be assigned all duties listed and may be assigned duties which are not listed below. Marginal duties are those which are least likely to be essential functions for any single position in this class.

1. Receives requests for fire and police service over the phone; screens incoming calls to determine necessity, priority, and type of response required; monitors other radio frequencies to be aware of incidents elsewhere that may affect city police operations; monitors alarm systems.
2. Dispatches police and/or fire units in response to calls for service or requests from officers in the field; uses law enforcement terminology and cites Code sections by number; calls public and private agencies to request mutual assistance when necessary.
3. Keeps track of fire and police unit locations and status; maintains constant radio communications with personnel in the field; runs warrant checks on subjects, registration checks on vehicles, and property checks using teletype; relays information and instructions to personnel in the field.
4. Maintains log of incoming service requests and actions taken; may take criminal reports over the phone; compiles statistical reports; prepares other reports and records as directed; maintains files necessary for dispatch as assigned; enters data into computer system; may testify in court.
5. Provides general information to the public; as necessary, refers callers to appropriate agencies.
6. Acts as central reception for the city by relaying calls to appropriate department, division, and/or person.
7. May perform routine clerical work such as assisting with citation processing, as well as routine typing or report preparation; may perform matron duties.

EMPLOYMENT STANDARDS

Education and/or Experience

One year of experience in public contact work including receipt and referral of a significant volume of requests and telephone communications or any combination of training and experience that provides the desired knowledge and abilities.

Knowledge of:

Techniques for communicating with people in distress; record keeping and filing procedures; use of reference books; basic law enforcement terms and radio codes; questions to ask to determine nature of call and of emergency; geography and boundaries of service areas; procedure for operation of NCIC, CJIS and related information systems.

Ability to:

Perform multiple tasks at the same time; speak clearly over telephone and radio; communicate with people in emergencies; remain clam and in control; control situations involving irate and emotionally distraught persons; work under stressful conditions; deal with the public in a courteous manner; communicate with people of different backgrounds and with different communication abilities; learn and follow detailed written and verbal procedural directions; selects appropriate course of action based upon the information available; recall details and record them accurately and completely; maintain confidentiality; disseminate information quickly and accurately; sort and file documents; formulate and ask questions to get needed information; work independently; use a computer terminal.

Special Requirements

Possession of or ability to obtain a valid California Driver's License may be required.

Must be 18 years of age and possess ability to pass a psychological examination and an extensive background investigation.

Physical Demands

Hearing to perceive spoken communications; vision to read manuals, handwritten materials and computer screen in low light; mobility to reach and move about in the dispatch room; sit for long periods of time; work for long periods without a break; remain alert during periods of limited activity; reach and carry files and computer printouts, some reaching for items below and above desk level. Strength, dexterity, coordination and vision to use a keyboard and computer.

WORKING CONDITIONS

Shift work with periodic change in shift; work without supervision or immediate assistance on all shifts; stress of emergencies and of rapid change in circumstances; noise and distraction from radios, telephones and multiple conversations; Environment is generally clean with limited exposure to conditions such as dust, fumes, odors, or noise. Computer is used on a daily basis.

Date Adopted: August 6, 1996