



Job Description – Dispatcher

Salary Class & Designation: 57A

FLSA Status: Non-Exempt

Employment Status: Classified

Reports to: Dispatch Center Supervisor

Position Summary: Under minimal supervision: receives calls, including requests for public safety services or information; and dispatches personnel and equipment for emergency service through the use of telephone, police/fire radio, and other communications equipment. Work also involves performing skilled clerical work in police records, and other work as assigned.

Essential Functions: Hand dexterity, vision, hearing, touch sensitivity, comprehension abilities, verbal communication, sound mental capacity, ability to reach intelligent decisions with minimal information, remain calm during times of emergency.

Typical Duties and Responsibilities:

- Transmits and receives messages to the various police/fire units of the service area.
- Uses standard 10 and 11 codes for Police/Fire Communications in sending and receiving messages by radio.
- Dispatches urgent information to vehicles, directing them to destinations and warning them of conditions likely to be found.
- Uses judgment in sending sufficient personnel to calls.
- Receives calls for service and dispatches to patrol units most available to meet needs.
- Maintains log of calls transmitted and received and of all actions transpiring in department during shift via Computer Aided Dispatch (CAD).
- Receives and sends teletype bulletins.
- Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
- Maintains files of missing persons, firearms, stolen vehicles and property through the California Law Enforcement Telecommunications System (CLETS)
- Processes reports.
- Processes other forms.
- Perform other duties as assigned.
- Collects monies for citations, reports and bail.
- Work solo

Materials Equipment and Tools: Telephone; portable, mobile and main frame radios; tape and logging recorder; personal and main frame computers and printers, software; instruction and reference manuals; copier; typewriter; FAX; space saver files.

Special Requirements

- Possession of a valid California Class C driver's license.
- Must be able to type at least 40 WPM and have knowledge of word processing.

Desirable Skills, Knowledge and Abilities

Knowledge of:

- Record keeping procedures.

Ability to:

- Learn the rules of the Federal Communications Commission regarding radio transmission in a police/fire department.
- Use good judgment in dispatching police/fire vehicles to requests for emergency service and other calls.
- Tactfully and effectively deal with various racial, ethnic, and economic groups.
- Determine needs of persons requesting emergency services.
- Ability to speak English clearly, fluently and concisely.
- Learn procedures of the department.
- Work at odd and frequently inconvenient hours.
- Ability to meet attendance schedule with dependability and consistency.
- Operate a typewriter.
- Operate a departmental computer.
- Understand and carry out oral and written directions.
- Establish and maintain cooperative working relationship with co-workers as well as individuals contacted in the course of work.
- Follow Policies, Procedures and General Orders as set by the department.

Minimum Education and Experience

Education:

- High school diploma or equivalent.

Experience:

- One (1) year of experience in work requiring public contact responsibilities.

Physical Requirements: Constant sitting, keyboarding, observing computer screen, twisting in seated position; frequent bending, squatting, reaching, lifting boxes weighing 30 pounds or less, standing, walking, writing; occasionally reaching above shoulders, driving, moving and servicing equipment such as copiers and FAX machines.