

## CITY OF MADERA

### PUBLIC SAFETY DISPATCHER I/II

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

#### **DEFINITION:**

Under general supervision and according to established procedures, receives emergency and non emergency requests for law enforcement services and dispatches via radio, telephone and other communications media; provides telecommunications support and incident coordination for field units; performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

The **Public Safety Dispatcher I** is the entry level class and the **Public Safety Dispatcher II** is the journey level class in the Public Safety Dispatcher class series. Both are expected to perform the full range and scope of dispatching duties including maintaining field communications with public safety personnel with minimal guidance and supervision. Work shifts rotate and mandatory overtime may be required. A Public Safety Dispatcher I may promote to the journey level Public Safety Dispatcher II classification upon recommendation of the Department Head and approval of the City Manager after two (2) years of satisfactory work experience with the City of Madera and demonstration of journey-level proficiency as a Public Safety Dispatcher.

#### **SUPERVISION RECEIVED/EXERCISED:**

Receives general direction from the Police Office Supervisor. Public Safety Dispatcher II may provide technical supervision and training while serving as a Trainer and in general, provide mentorship to less experienced Public Safety Dispatchers.

#### **ESSENTIAL FUNCTIONS:** (Include but are not limited to the following)

- Takes emergency and non-emergency calls for law enforcement and other related services; classifies incidents and establishes dispatch priorities; dispatches and tracks field units assigned to incidents; coordinates multi agency response when necessary.
- Provides telecommunications support using the California Law Enforcement Telecommunications System (CLETS) and other local, regional, and national data bases; transfers calls to other units or agencies as necessary; monitors and broadcasts on public safety radio channels; runs warrant, registration, and property checks; relays information and instructions to field staff.
- Enters, updates, modifies and clears incident data and other related information into the computer aided dispatching (CAD), records management and other related computer systems as required; maintains manual incident cards and logs when necessary; compiles statistical reports; prepares other reports and records as directed.

- Operates communications center equipment including, but not limited to, CAD, telephone, radio, computers, facsimile machine and printers; performs limited communications equipment and work area maintenance.
- Responds to questions and concerns from the general public, department staff and other agencies; takes and records telephone reports; provides information as appropriate and resolves and services issues and complaints.
- Establishes positive working relationships with representatives of community organizations state/local agencies and associations, City management, and staff and the public.

**WORKING CONDITIONS:**

Position requires prolonged sitting, reaching, twisting, in the performance of regular daily activities. This position also requires repetitive hand movement, near and far vision, acute hearing and the ability to lift and move objects weighing up to 25 pounds.

**QUALIFICATIONS:** (The following are minimal qualifications necessary for entry into the classification)

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Public Safety Dispatcher I/II** may be considered qualifying. A typical way of obtaining the required qualifications is to possess:

**Public Safety Dispatcher I** – at least one (1) year of full-time work experience in public contact work including receipt and referral of telephone communications and a high school diploma or equivalent.

**Public Safety Dispatcher II** – at least three (3) years of prior full-time work experience as a Public Safety Dispatcher with a law enforcement or public safety agency.

License/Certificate: Possession of or ability to obtain a California Class C Driver’s License.

**Public Safety Dispatcher I** – Must obtain a Public Safety Dispatcher Certificate from P.O.S.T. and completion of D.O.J. training for full access operator within one (1) year of appointment.

**Public Safety Dispatcher II** – Must possess a Public Safety Dispatcher Certificate from P.O.S.T; must complete D.O.J. training for full access operator within three (3) months of appointment. Out-of-state candidates may submit their state’s equivalent to a California P.O.S.T Public Safety Dispatcher Certificate at application but must obtain a Public Safety Dispatcher Certificate from P.O.S.T. within one (1) year of appointment.

**KNOWLEDGE/ABILITIES/SKILLS:** (The following are a representative sample of the KAS’s necessary to perform essential duties of the position)

Knowledge of:

Standard law enforcement information, communications and record keeping terminology, practices and procedures; methods and techniques of training; location of major streets, public places and landmarks in the City of Madera; modern office equipment including FAX machines, multi-line telephone systems, dispatch and communications systems, computers and applicable software; proper English, spelling and grammar; public and agency desk procedures and methods of providing services and information; applicable federal, state and local laws, codes and regulations, including the Public Records Act; automated law enforcement information systems and procedures; methods and techniques for record keeping.

Ability to:

Perform a variety of complex work with speed and accuracy; remain calm under emergency situations; operate standard office equipment, including a computer; operate specialized automated law enforcement information and communication systems; work independently and use good judgment; train less experienced staff in assigned areas of activity; work flexible hours including evenings, weekends and split shifts; organize and prioritize work assignments; apply applicable laws, codes and regulations; communicate clearly and concisely, both orally and in writing; learn basic Spanish speaking skills that allow for communication regarding addresses, locations, time, descriptions, etc.; and establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications; effectively operate specialized law enforcement automated information and communication systems; type accurately from clear copy at a rate of 35 words per minute.