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## DISPATCHER SENIOR DISPATCHER

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### **DEFINITION**

Under general supervision, receives and dispatches police and fire 911 and non-emergency city-wide calls for service.

### **SUPERVISION EXERCISED**

None as Dispatcher. Senior Dispatcher exercises functional supervision over Dispatchers.

### **EXAMPLES OF ESSENTIAL DUTIES**

Duties may include but are not limited to:

Receive, record, prioritize, assign case numbers and initiate and monitor calls for service for incoming 911 and other calls for public safety and city-wide services.

Dispatch and monitors units to routine and emergency calls for service based on type and location of call and staff availability insuring safety of sworn and non-sworn personnel.

Answer inquiries from the public, both in person and over the phone, direct customers to appropriate staff member and take messages.

Operate teletype and computerized law enforcement and fire information systems, retrieve and update information, including wants and warrants, and relay to officers.

Enter and monitor information, including arrest disposition, missing persons, stolen vehicles, warrants and bulletins, pawn slips, criminal histories, restraining orders, firearms and serialized into law enforcement record keeping systems.

Research historical records and data bases as requested by sworn personnel.

Maintains emergency notification data for businesses in the City and provides after hour business notifications of public needs.

Perform related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

Dispatchers and Senior Dispatchers with a POST Communications Training Officer certification will train personnel. Senior Police Dispatcher may also be tasked with additional administrative duties, including but not limited to coordinating training, scheduling, supervision, discipline and evaluations of subordinate personnel.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Knowledge of:

Standard law enforcement and fire communications/dispatch and office procedures, methods and computer equipment.

City and surrounding area geography.

Techniques used in dealing with the public in emergencies and customer service.

Ability to:

Remain calm, speak clearly, listen, remember and recall facts and determine course of action in emergency situations.

Listen, speak and enter data simultaneously.

Use sound judgment in prioritizing calls and dispatching personnel and equipment.

Operate office equipment including computers, copying machines and equipment such as law enforcement teletype and radios.

Accurately type 45 words per minute from copy and verbatim and enter and tabulate data.

Respond to questions from the public and staff.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

Maintain courteous and tactful yet firm relationship with public under stressful situations.

## **QUALIFICATIONS**

Any combination of education and experience that would likely provide the required knowledge, ability and skills is qualifying. A typical way to obtain the qualifications would be:

Dispatcher: High School Diploma and two (2) years general office experience, some of which is in law enforcement.

Senior Dispatcher: In addition to the above, three (3) years experience a police dispatcher.

## **LICENSE OR CERTIFICATE**

Possession of a valid Class C California Driver's License and a good driving record. Peace Officers Standards and Training (POST) Certification as a Dispatcher, CPR and EMD certificates within one (1) year of appointment. POST Communications Training Officer, CPR and EMD certificates required for Senior Dispatcher.

## **ESSENTIAL JOB FUNCTIONS/A.D.A.**

Essential job functions and A.D.A. requirements include:

Ability to operate computer, calculator, public safety dispatching equipment and systems, portable radio, base radios and copying/FAX machine.

Ability to understand and respond to the public's and staff's requests, during routine and emergency situations, for assistance on the phone, radio and in person.

Ability to see security monitors, hear and speak clearly.

Ability to function under stress and complete multiple tasks simultaneously while monitoring both radio traffic and telephones.

Ability to perform repetitive hand movements using fine coordination.

Ability to sit for four (4) hours at a time.

Ability to lift up to 15 pounds.

Ability to climb a footstool or ladder for the purposes of retrieving records.