



# Public Safety Dispatcher

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## Class Specification

Revised 9/23

Class ID: 650

Unit: NPA

Probation: 18 Months

FLSA: Non-Exempt

### DEFINITION

Under general supervision, receives emergency and non-emergency calls for service and dispatches, emergency and other City personnel for response; provides support services, and performs data entry, records maintenance, and other clerical duties; performs related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Support Services Manager or designee. Exercises no direct supervision over staff.

### DISTINGUISHING CHARACTERISTICS

This position is a non-sworn classification in the Public Safety Dispatcher series. Incumbents are trained in department policies, procedures and systems, and may have limited related work experience. Once fully trained, Public Safety Dispatchers are expected to exercise independent judgment in the performance of their duties with minimal supervision. This class is distinguished from the Lead Public Safety Dispatcher in that the latter provides technical and function direction over dispatch personnel.

### EXAMPLES OF JOB FUNCTIONS (Illustrative Only)

Receive, screen, and prioritize emergency and non-emergency telephone and radio calls for service, and dispatch appropriate emergency and other City personnel.

Receive and respond to information, questions, concerns, and requests for service from the public by telephone and at the Police Department public counter during business and non-business hours.

Record, classify, and maintain records of all communications including service records, logs, and reports on calls for service; type and record activity and status reports; maintain indices of information.

Operate a variety of computer, teletype, radio and recording equipment to access police information and law enforcement records; perform minor routine upkeep and maintenance of communications equipment.

Provide radio assistance and information to emergency personnel, City staff, and other agencies as requested; coordinate emergency response with other public safety agencies and emergency services.

Send, receive, and route a variety of law enforcement reports, warrants and other materials.

Notify outside law enforcement agencies of crime and emergency incidents that may be within their jurisdiction.

Monitor technology systems and programs including alarms, cameras, closed-circuit television, and other viewing devices or platforms.

Perform a variety of other duties in support of the Public Safety Department information and communications functions.

Update street files, locations, maps, businesses, premises, hazards, and maintain CAD system with accurate information.

May prepare recordings of radio and telephone communications for use as court evidence and training; may testify in court proceedings.

May assist in training officers, dispatchers, community service officers, and police cadets on proper radio procedures and computer system.

Perform related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic law enforcement terminology, rules and procedures.
- Modern office, methods and procedures, equipment and filing systems.
- Standard radio and telephone communications receiving and transmitting equipment.

### **Skill or Ability to:**

- Communicate clearly and effectively with callers and people from a variety of socio-economic backgrounds.
- Understand and carry out verbal and written instructions.
- Quickly and accurately read and analyze computer responses from a variety of systems to gather necessary information.
- Respond quickly, calmly, and accurately under pressure, exercise good judgment, prioritize situations, and make sound decisions in emergency situations.
- Rapidly learn policies and procedures related to the work and maintain clear and accurate records.
- Learn the principles and techniques of radio communication and record keeping, and processes and procedures used in handling information for a variety of law enforcement communication networks.
- Learn criteria to determine an emergency or non-emergency.
- Learn to operate computers and required software applications, computer-aided dispatch (CAD) system, and police telecommunication equipment and systems.
- Coordinate the work and track the status and location of law enforcement personnel in the field at all times.
- Act with resourcefulness, courtesy and initiative.
- Take facts and apply established procedures to the solution of problem situations.
- Learn pertinent codes, public record acts, and penal code sections.
- Courteously receive requests and complaints, answer questions, and make referrals.
- Learn the geography of Newark and read and interpret maps.
- Type a minimum of 35 wpm and perform multiple tasks at same time.
- Respectfully and effectively collaborate with a variety of people of varying backgrounds and roles. Demonstrate tact, professionalism, and diplomacy.

### **Education and Experience:**

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

Possession of a high school diploma or equivalent, and two (2) years of clerical, administrative, or dispatching experience. Experience in emergency dispatching, law enforcement or emergency-related services is desirable.

**License and Certificate:**

- This classification requires the ability to travel independently within and outside of City limits.
- Possession of California Peace Officer Standards and Training (POST) Public Safety Dispatching Certificate is required within the probationary period and throughout employment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to clearly communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in the classification sit in a stationary position for long periods of time; reach and stand to operate equipment; consistently maintain mental alertness, remain calm and composed in difficult and emergency circumstances. Push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases. Willingness and ability to work any shift\_including work irregular duty assignments for both emergency and non-emergency situations such as sick calls, critical incidents, or special events; work holidays, weekends, scheduled and emergency overtime as required; willingness to work a variety of assignments and to rotate to different assignments as directed. Wear uniform or professional business attire required; comply with departmental grooming standards.