



## Job Description

<b>Title:</b>	Public Safety Dispatcher/Clerk		<b>Created:</b>	08/2007
<b>Salary Level:</b>	330		<b>FLSA Status:</b>	Non-Exempt
<b>Supervisor:</b>	Supervising Public Safety Dispatcher/Clerk	<b>Supervises:</b>	None	
<b>Job Family:</b>	None	<b>Bargaining Unit:</b>	Police – OE3	

### JOB SUMMARY:

Under direction of the Police Lieutenant, operates a radio dispatch system, receiving calls and dispatching police and fire equipment and personnel.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receives emergency and non-emergency calls from the public and other jurisdictions.
- Monitors multiple radio frequencies.
- Maintains records of location and status of public safety units.
- Determines if emergency response is appropriate.
- Dispatches police and fire personnel and equipment in response to emergencies.
- Relays emergency and non-emergency information to public safety personnel in the field.
- Activates SWAT team when appropriate.
- Dispatches Animal Control Unit, Parking Aide and Community Services Officer.
- Interprets information from units in the field which is often sketchy, broken or in code.
- Relays information to other agencies, describing the nature of the incident.
- Receives and serves the public at the front counter.
- Acts as matron, searching and processing female prisoners.
- Performs clerical work related to Police activities.
- Processes all police reports, files and distributes appropriately.
- Processes and files warrants.
- Gathers information for incident reports.
- Operates probation and warrant terminal and deciphers information.
- Makes phone calls requested by Police Officers.
- Types and processes "Be On The Lookout" notifications.
- Trains new dispatchers.
- Operates Telephone for the deaf (TDD) computer system.
- Prepares daily log and briefing material for officers.
- Processes monthly accident reports and forwards to CHP.
- Performs related duties as required.

### QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### Ability to:

- Analyze incident situations and prioritize responses.
- Handle and process multiple incidents simultaneously.
- Operate radios and specialized telephone equipment.

## ***Public Safety Dispatcher/Clerk - Continued***

- Speak clearly and concisely in an understandable voice via radio and telephone.
- Memorize and retain clear and unclear information transmitted during telephone and radio calls.
- Maintain calm during tense busy periods of time.
- Perform Matron duties processing female prisoners.
- Train and provide work direction to others.
- Interpret and explain policies & procedures.
- Prepare and maintain records and files.
- Establish, maintain effective relationships.
- Operate modern office equipment.
- Maintain records and prepare reports.
- Communicate effectively orally and in writing.
- Understand, follow oral and written directions.
- Answer telephones courteously and efficiently.

### **Knowledge of:**

- Penal and Vehicle Codes.
- CAD applications.
- Operation of radios and specialized telephone equipment.
- Phonetic alphabet and 10 Code system.
- Fire and Police department policies and procedures.
- Operation of computers and related software.
- Public contact techniques.
- Applicable sections of codes and laws.
- Interpersonal skills.
- Correct English usage and grammar.

### **Education and/or Experience:**

High school diploma or general education degree (GED); 6 months related experience and/or training in dispatch of emergency services; or equivalent combination of education and experience.

### **Certificates, Licenses, Registrations:**

Valid California driver's license.  
POST Dispatch and CLETS Certification.

### **Language Skills:**

Ability to read and comprehend complex instructions, correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations.

### **Mathematical Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Reasoning Ability:**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## ***Public Safety Dispatcher/Clerk - Continued***

### **PHYSICAL DEMANDS**

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in inside environmental conditions. The employee frequently works with a video display terminal for prolonged periods. The noise level in the work environment is usually moderate.