



POLICE DISPATCHER TRAINEE/POLICE DISPATCHER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under immediate (Police Dispatcher Trainee) or general (Police Dispatcher) supervision, performs a variety of dispatching duties for emergency and non-emergency calls; dispatches police officers to calls for service; and operates a variety of communication equipment including radio, telephone, and computer systems.

DISTINGUISHING CHARACTERISTICS

Police Dispatcher Trainee – This is the entry-level class in the Police Dispatcher series. Incumbents in this classification receive on-the-job training, specific day-to-day direction and are closely supervised. Positions at this level are not expected to function with the same amount of knowledge or skills as positions allocated to the Police Dispatcher level and exercise less independent discretion and judgment in matters related to work procedures and methods. Advancement to the Police Dispatcher level is based on meeting minimum qualifications and satisfactory job performance.

Police Dispatcher - This is the journey-level class in the Police Dispatcher series. Employees within this class are distinguished from the Police Dispatcher Trainee by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Receive emergency and non-emergency calls for service; dispatch field units to emergency situations.
2. Determine nature and location of call; determine priority of calls and dispatch units accordingly.
3. Provide assistance, information and direction to non-emergency callers.
4. Maintain awareness of field unit activities within the computer aided dispatch (CAD) system; communicate with field units via radio in accordance with Federal Communications Commission (FCC) regulations; maintain status and location of units on patrol.
5. Monitor fire department frequency for emergency situations requiring police involvement.
6. Input all pertinent radio transmissions into CAD system.
7. Respond to field personnel resource requests; dispatch necessary resources.
8. Retrieve information from state, county and national computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles and other related information; relay information to officers in the field.

Police Dispatcher Trainee/Police Dispatcher (Continued)

9. Maintain reference library of resource materials including City and school directories; dispatch reference information to field units as requested.
10. Keep watch commander and field supervisor informed of field situations.
11. Monitor security gates, alarm systems and security cameras; open and close gates and doors as requested by personnel.
12. Maintain logs and records of all calls.
13. Respond to public inquiries in a courteous manner; provide information within the area of responsibility; resolve complaints in an efficient and timely manner.
14. Maintain and update police records as required; enter missing person and stolen vehicle information into proper computer program.
15. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Principles and procedures of recordkeeping, security and dissemination.
English usage, spelling, grammar and punctuation.
Modern office procedures, methods and computer equipment.

In addition to the above, Police Dispatcher requires knowledge of:

Operations, services and activities of a police communications center.
Operation of a computer-aided dispatch (CAD) system.
Current law enforcement codes, procedures and practices.
Techniques of questioning for both emergency and non-emergency calls.
Dispatching techniques with use of radio system for communicating and receiving information.
Streets, landmarks, and geography of the Simi Valley area.
Pertinent federal, state and local laws, codes and regulations.

Ability to:

Work under pressure, exercise good judgment and make sound decisions in emergency situations.
React calmly and effectively to emergency situations.
Establish priorities during emergency situations.
Effectively communicate and elicit information from upset and irate callers.
Analyze and interpret maps.
Operate 9-1-1 system, radio transmitting system, and computer aided dispatch system (CAD).
Respond to and resolve difficult and sensitive citizen inquiries and complaints.
Type accurately at a speed necessary for successful job performance.
Understand and follow oral and written instructions.
Operate a variety of office equipment including a computer, teletype and radio.
Interpret and apply federal, state and local policies, procedures, laws, codes and regulations.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

In addition to the above, Police Dispatcher requires the ability to:

Work independently in the absence of supervision.
Instruct new employees in public safety dispatch procedures, policies and techniques.

Education and Experience Guidelines - Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education/Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in communications or a related field is desirable.

Experience:

Police Dispatcher Trainee: Some emergency or non-emergency dispatch experience is desirable.

Police Dispatcher: Two years of increasingly responsible communications or dispatch experience.

License or Certificate:

Police Dispatcher Trainee: Possession of, or ability to obtain, a Terminal Operator Certificate within one year of employment.

Police Dispatcher: Possession of, or ability to obtain, a Peace Officer's Standards and Training (POST) Basic Public Safety Dispatcher certificate within one year of employment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Police dispatch center environment; works with computers and dispatch radios; exposure to noise, unusual fatigue factors, emergency and stressful situations and electrical energy.

Physical: Essential and other important responsibilities and duties require maintaining physical condition necessary for sitting for prolonged periods of time restricted to immediate dispatch radio area; working closely with others; working long periods of time and irregular hours.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

Established: June 2008