



**DECEMBER 2014
FLSA: NON-EXEMPT**

PUBLIC SAFETY DISPATCHER

DEFINITION

Under general supervision, receives police and emergency calls, and dispatches Police, Fire, and Public Works field units following prescribed procedures; answers non-emergency calls for public safety and other City departments; performs a variety of general administrative support duties including record keeping, typing, and filing; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Dispatch Supervisor or Police Sergeant. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class that performs the full range of police dispatching duties for the Police Department. Responsibilities are centered on extensive contact with the public over the telephone, in both emergency and non-emergency situations to receive, transmit, and provide factual information, forms, and reports. All activities must be performed within specified legal guidelines. Incumbents are expected to work independently and exercise judgment and initiative. Positions 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. This class is distinguished from the Dispatch Supervisor in that the latter is the full supervisory-level class in the series responsible for organizing, assigning, supervising, and reviewing the work of staff on an assigned shift involved in police dispatch services.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives and evaluates police and emergency calls, and related business calls for the City during an assigned portion of the 24-hours-per-day/7-days-per-week Police Department operations; provides information and/or transfers calls to the appropriate department, agency, or response organization; takes messages for Police Department personnel.
- Dispatches public safety emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency and contacting and sending appropriate response unit; provides over-the-phone instruction and assistance for medical emergencies before dispatched personnel arrive.
- Maintains contact with field units, including accounting for location and status of units and maintaining records of field calls; accesses and relays warrant information; sends back-up units, as necessary, ensuring the safety of field units.
- Operates computer, telephone, and radio console and telecommunication equipment simultaneously while performing dispatching activities; tests and inspects equipment as assigned.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support, or information.

- Enters, updates, and retrieves a variety of records from teletype database, including stolen vehicles and property, vehicle registration information, guns and property, and warranted or missing persons.
- Accesses Federal, State, and local law enforcement information databases to obtain information regarding outstanding warrants, criminal history, records information, and vehicle data; relays such information to sworn staff.
- Acts as a liaison to the public and representatives of other agencies for the department; provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police records or related services; determines the nature of the contact; provides factual information regarding services, policies, and procedures, which requires a knowledge of legal guidelines, departmental policies and procedures, and the use of tact and discretion, or directs the caller to the proper individual or agency.
- Monitors closed-circuit security cameras and direct emergency alarms; monitors multiple public safety and radio frequencies.
- Prepares and processes parking citations; processes Livescan records; collects and processes fees for reports, dog licenses, Livescan fingerprinting, vehicle release, and citations.
- Maintains and updates subpoena logs.
- Maintains accurate departmental and law enforcement records and files; researches and compiles information from such files; responds to and completes record requests; maintains business owner information for emergency contact.
- Operates and maintains department's communication equipment; troubleshoots issues and requests repairs as needed.
- Monitors and orders office and other related supplies; provides clerical assistance to the Police Chief.
- Receives and distributes mail.
- Assists walk-in visitors at the front counter; answers questions and provides accurate and appropriate information.
- Assists in training new employees in work methods, use of tools and equipment, and relevant safety precautions.
- Assists the Saint Helena Police Department, the Fire Department, and other law enforcement agencies with calls as needed.
- Assists with prisoners and urine samples; searches and monitors prisoners and maintains jail logs.
- Provides translations over the phone or in person for police statements, officer interviews, and as needed.
- Attends necessary training, shift briefing sessions, participates in drills and test scenarios to prepare for unexpected emergencies.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of data collection and report preparation.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping.
- Functions, principles, and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- City and County geography, maps, streets, landmarks, and driving directions.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to work.
- English usage, grammar, spelling, vocabulary, and punctuation.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Memorize codes, names, street locations, and other information.
- Read and interpret maps and other pertinent documentation.
- Interpret, apply and explain policies, procedures, and regulations.
- Attend to multiple activities simultaneously.
- Obtain necessary information from individuals in stressful or emergency situations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Perform technical, detailed, and responsible office support work.
- Compose correspondence independently or from brief instructions.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Equivalent to the completion of the twelfth (12th) grade and one year of experience receiving and processing public service calls in law enforcement or fire agency.

Licenses and Certifications:

- Possession of a Peace Officers Standards and Training (POST) Public Safety Dispatcher Certificate.

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 communicate in person, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, 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.

ENVIRONMENTAL ELEMENTS

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.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.