PUBLIC SAFETY DISPATCHER

DEFINITION
Under close supervision, undertakes and provides a variety of law enforcement radio-dispatch and information support services associated with assessing caller needs and dispatching law enforcement and/or other public safety services to meet the emergency needs of citizens.

TASKS
- Receives emergency and non-emergency calls and requests for service;
- Assesses, analyzes, evaluates and processes emergency and/or routine requests for law enforcement and/or related services/assistance;
- Determines type of emergency, identifies needs, confirms location, prioritizes calls, gathers details of caller, logs calls and related information in to computer system and connects callers to appropriate agencies;
- Tracks location and availability of law enforcement and other service responders;
- Monitors and maintains contact with emergency situations and individuals involved;
- Maintains contact with Officers and others dispatched to calls.
- Responds to callers requests for information and provides alternative police or fire intervention;
- Updates and maintains a variety of files and records; assists, trains and/or monitors new hires, probationary and/or re-certifying dispatchers;
- Contacts City yard standby employees for problems such as water shut offs, water main breaks, trees down, broken windows;
- Records City crimes or acts of violence and monitors controlled access areas;
- Monitors radio frequencies of other agencies.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledgeable of applicable city, county, state and Federal statutes, rules, ordinances, codes and regulations governing law enforcement and emergency communication, telecommunication devices and computer systems, records and file management and the operation of two-way radio systems and functions;
- Skilled in assessing and prioritizing multiple tasks, projects and demands, operating multiple frequencies and/or phone lines at once, providing and following verbal and written instructions, and in establishing and maintaining productive working relationships;
- Ability to exercise good judgment and perform essential duties with little supervision, able to proficiently operate a radio system operations and functions, and to communicate in English and a second language is highly desired.
- Must type 40 (net) words per minute.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in a communication center environment. Work may require frequent standing, walking and bending; may be exposed to repetitive motion, vision to monitor and high stress situations.

SPECIAL REQUIREMENTS
Must be available to work any hour shifts as needed to oversee operations and ensure consistency among the shifts. Must be available to work weekends and holidays and during emergencies or natural disasters as requested.

QUALIFICATIONS
A high school diploma or equivalent, AND one (1) year experience in a high volume call center dispatching services or closely related experience. Must possess at the time of application and maintain a valid California Driver’s License.