SENIOR PUBLIC SAFETY DISPATCHER

DEFINITION
Under 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.

ESSENTIAL FUNCTIONS
This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

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;
- Skilled in assessing and prioritizing multiple tasks, projects and demands, operating multiple frequencies and/or phone lines at once, providing and following oral and written instructions, in establishing and maintaining positive and productive working relationships
- Ability to exercise good judgment and perform essential duties with little supervision, effectively communicate verbally and in writing in English, and to communicate in a second language is highly desired (Spanish)
- Proficient use operate a radio system operations and functions;

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work may require frequent standing, walking and bending. May be exposed to repetitive motion, vision to monitor and high stress situations.

QUALIFICATIONS
A high school diploma or equivalent AND three (3) years experience of relevant commercial or law enforcement dispatch, secretarial, clerical, customer service or closely related experience; OR an equivalent combination of education and experience. Must possess at the time of application and maintain a valid California Driver’s License.