

West Cities Police Communications Joint Powers Authority

April 18, 1997

Dispatcher (Entry-Level) (FLSA Designation: Non-Exempt)

DEFINITION

To receive and transmit routine and emergency telephone and radio voice messages, dispatch required equipment; perform responsible clerical work of moderately-high difficulty; and to operate complex teletype and video terminals for automated information retrieval.

SUPERVISION RECEIVED AND EXERCISED

Receive supervision from the Communications Supervisor within a well-established framework of standard policies and procedures. Functional or technical supervision may also be received from higher-level dispatch staff.

EXAMPLE OF DUTIES- Duties may include, but are not limited to, the following:

On assigned shift, receive and dispose of incoming telephone and voice radio calls; if an emergency call, secure and record information as to the exact location, and use police radio to dispatch necessary police units; maintain status of units on assignment, keep department officials informed of situations, and dispatch equipment when so advised; log all police calls for service; compile data and prepare reports of reported emergencies, equipment dispatched, and/or status of emergency; assign case numbers, run vehicle and record checks, compile and maintain all departmental records; process case reports, traffic accident reports and master index cards; process warrants and police reports; conduct effective and cooperative communications and working relationships with those contacted in the performance of duties; and, perform related duties as required.

QUALIFICATIONS- Any combination of experience, education, and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities is as follows:

Knowledge of: Rules of the Federal Communications Commission Rules regarding police radio transmission; organization, procedures and operating details of a dispatch operation; geography of affected cities, including location of streets and important landmarks; general office practices, procedures, and methods, including receptionist techniques.

Ability to: Learn and maintain knowledge on Rules of the Federal Communications Commission Rules regarding police radio transmission, geography of affected cities and location of streets and landmarks; operate the Center's computerized dispatch system; effectively read and interpret maps; analyze dispatch calls and situations accurately and adopt an effective course of action; work under stress and exercise good judgment in

emergency situations; perform responsible clerical work of moderately-high difficulty; maintain records and prepare reports and correspondence; type at an acceptable rate of speed; and hear and speak clearly and distinctly in a well-modulated voice, using good diction.

Experience: None required.

Education: Equivalent to completion of High School.

Physical and Special Requirements and Work Environment: Sit and lean forward to prepare and review dispatch records, statistical reports, procedural manuals, and other police records; operate a computer terminal to access, retrieve, and enter records and reports; reach above or below shoulder level to retrieve records, reports from files, shelves, and storage areas; must operate telecommunications, radio, and alarm equipment; must possess normal vision and hearing acuity. Work is performed indoors in a controlled office environment and incumbent must be able to work closely with others, in confined spaces, and around electrical energy. Incumbent must be able to work variable work hours, including weekend and holiday assignments. Public interfaces are typically associated with calls for service and complaints. An incumbent may be required to operate an agency owned vehicle to deliver or pick up items or information for affected cities; therefore, possession of a valid California Class C driver's license and proof of an acceptable driving record is required to perform this activity. While subject to duties which require driving a vehicle, an incumbent must maintain an acceptable driving record.