

CITY OF LOS BANOS

Job Description

POSITION TITLE	DISPATCHER
DEPARTMENT	POLICE
EMPLOYMENT CATEGORY	REGULAR
EMPLOYMENT LEVEL	STAFF

DEFINITION

To receive and transmit emergency and non-emergency calls from the public for police, fire and other City services; to prioritize calls and dispatch police, fire, or other emergency units as appropriate; to process and maintain a variety of departmental reports, records and files; to search inmates; to monitor and assist in jail operations; and perform other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Police Services Manager and/or Police Administrators.

EXAMPLES OF ESSENTIAL DUTIES

Duties may include, but are not limited to, the following:

- Reliable and dependable attendance and punctuality.
- Receive emergency and non-emergency calls from the public requesting police, fire, or other related services; determine nature and location of emergency; determine priority and dispatch emergency units as necessary and in accordance with established procedures; provide emergency medical pre-arrival instructions; coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.
- Use a computer-aided dispatch (CAD) system to enter calls for service/radio traffic and monitor real-time status of situations.
- Maintain status and contact with all units on assignment and monitor radio frequencies of outside public safety agencies.
- Enter, retrieve, and update information from teletype networks, including the California Law Enforcement Telecommunications System (CLETS) related to wants and warrants and vehicle registration.
- Perform a variety of clerical duties including typing police reports, entering and retrieving data relating to confidential information about persons and property, confirming warrants, entering teletypes, clearing, locating and entering records.
- Monitor closed circuit television system and alarm panel.
- Search inmates, perform jail checks and feed prisoners.
- Update manuals to ensure accuracy and compliance with State and Federal laws.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

- Train newly assigned personnel.

Knowledge of:

- Operations, services, and activities of a modern public safety telecommunications and dispatch center.
- Call taking and dispatch techniques and protocols used in public safety telecommunications and dispatching activities.
- Customer service principles and practices.
- Principles and practices of record keeping and filing.
- Correct English usage, spelling, punctuation, and grammar.
- Modern office procedures, methods, and computer equipment.
- Principles and practices of work safety.

Ability to:

- Communicate clearly and concisely, both orally and in writing.
- Answer and prioritize calls for emergency services and dispatch appropriate units in response.
- Perform multiple cognitive and manual tasks simultaneously.
- Effectively communicate and maintain composure with and elicit information from upset and irate citizens.
- Intermittently review documents related to dispatching operations; observe, identify, and problem solve incidents while dispatching, remember, understand, interpret and explain operational policies and procedures to the public and staff.
- Operate dispatch, teletype and other computer programs and equipment related to public safety communications and records.
- On a continuous basis, sit at desk/console for long periods of time; intermittently, twist and reach office equipment; write or use keyboard to communicate through written means; verbally give instructions to officers in the field; monitor and hear officer's responses over the radio; and lift and carry weight of 10 pounds or less.
- Remain calm, speak clearly, listen and determine appropriate course of action while dealing with multiple emergency situations
- Analyze situations and determine effective courses of action; learn to adjust quickly to changing situations and assign reasonable priorities to incoming calls.
- Interpret and apply laws, ordinances, and departmental policies and procedures.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignment.
- Establish and maintain effective interpersonal relationships with co-workers and members of the public.
- Exercise independent judgment and work with a minimum of supervision.
- Operate a variety of office equipment such as a copier, calculator, computer and typewriter.
- Type at a speed necessary for adequate job performance (35 NWPM).
- Learn and effectively use standard broadcasting procedures.
- Safely and effectively search prisoners.
- Monitor prisoners in a jail setting and to perform emergency first aid.

- Work rotating shift assignments.

MINIMUM QUALIFICATIONS

- Must be age eighteen (18) by date of appointment
- Equivalent to completion of the twelfth grade
- Possession of a valid California Class C driver license
- Type at a speed of 35 NWPM
- Must obtain a Basic Public Safety Dispatch Certificate issued by Peace Officer Standards and Training (POST) within one (1) year of hire date.
- Two (2) years of public contact experience (in person or over the telephone) demonstrating a general aptitude for working with the public in a multi-task environment and experience in a radio dispatching work setting is desirable.

7/16