

PUBLIC SAFETY DISPATCHER I
PUBLIC SAFETY DISPATCHER II
(Police Salary Range)

DEFINITION

Under supervision, performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency public safety assistance; dispatches appropriate units and coordinates response of emergency personnel; operates a variety of telecommunications equipment including radio, telephone, and computer aided dispatch systems; and performs a wide variety of specialized duties involved in emergency communications.

SUPERVISION EXERCISED AND RECEIVED

The Public Safety Dispatchers I/II report to the Public Safety Dispatch Supervisor.

DISTINGUISHING CHARACTERISTICS

Public Safety Dispatcher I

This is the entry-level classification within the Public Safety Dispatcher series. This class is distinguished from the Public Safety Dispatcher II by the performance of the more routine tasks and duties assigned to positions within the series. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. They receive direct supervision from the Public Safety Dispatch Supervisor.

Public Safety Dispatcher II

This is the full journey level class within the Public Safety Dispatcher series. Employees within this class are distinguished from the Public Safety Dispatcher I by the performance of the full range of duties as assigned including providing technical and functional supervision to the Public Safety Dispatcher I. Employees 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. They receive general supervision from the Public Safety Dispatch Supervisor. This position is flexibly staffed and is normally filled by advancement from the Public Safety Dispatcher I level or when filled from the outside, requires work experience directly related to the area of assignment.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES

- Receives emergency calls for police, fire or other emergency services
- Receives 9-1-1 calls; determines priority, and dispatches appropriate units via radio and Mobile Data Terminals (MDCs) in accordance with established procedures
- Coordinates emergency incidents or calls for service, relaying information and assistance requests involving other public safety entities
- Tracks and maintains current status of field units
- Enters, updates and retrieves information from local, state, and national databases relating to wanted or missing persons, stolen property, vehicle registration, stolen vehicles, etc.
- Receives incoming telephone and voice radio requests for non-emergency assistance; provides information and referrals appropriately.

- Through an accredited system of telephone triage and pre-arrival instructions, provides Emergency Medical Dispatch (EMD) services to callers
- Performs a variety of additional duties related to public safety communications activities
- Responds to and resolves difficult and sensitive citizen inquiries and complaints
- Represents the City of Rocklin in a courteous, professional manner

EMPLOYMENT STANDARDS

Public Safety Dispatcher I

Knowledge of:

- Correct English usage, spelling, punctuation and grammar
- Current office procedures and computer equipment

Ability to:

- Learn to operate public safety receiving and transmitting communications equipment, office equipment and other related technologies
- Learn standard two-way public safety radio broadcast procedures and rules associated with the operation of an emergency services network
- Read and interpret maps
- Learn geographic features and streets within the area of service
- Learn to provide appropriate Emergency Medical Dispatch (EMD) services to callers
- Learn pertinent federal, state, and local laws, codes and regulations
- Learn to process, maintain, and disseminate all types of public safety information associated with this position
- Type at a net speed of 40 words per minute
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work
- Remain calm in emergencies
- Understand, retain and transmit data while performing several functions at one time
- Analyze situations accurately and take effective action
- Use tact and persuasion to calm emotional callers and obtain complete information on reported incidents concisely
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Public Safety Dispatcher II

In addition to the qualifications for the Public Safety Dispatcher I:

Knowledge of:

- Current public safety radio reception and broadcast procedures, rules, and regulations
- Pertinent federal, state and local laws, codes and regulations
- Geographic features and streets within the area of service

Ability to:

- Operate public safety radios, computer-aided dispatch and records management systems, Automatic Vehicle Location (AVL) programs, and other related technologies
- Understand and apply standard public safety radio broadcasting procedures and rules associated with emergency communications
- Organize and prioritize work; handling routine and non-routine tasks concurrently
- Exercise independent judgment and work with minimal supervision
- Understand and act in accordance with City and Police Department policies, procedures and rules
- Understand and apply federal, state and local policies, procedures, laws and regulations
- Process, maintain, and disseminate information appropriately
- Communicate clearly and concisely, both orally and in writing
- Establish and maintain effective working relationships with those contacted in the course of work

Minimum Qualifications:

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

Public Safety Dispatcher I

Education

Equivalent to the completion of the 12th grade.

AND

Experience

Two (2) years of full-time experience involving extensive public contact over the telephone and/or in person in a stressful environment either receiving and resolving complaints, assisting in emergency situations, and/or coordinating many tasks simultaneously.

OR:

Two (2) years of full-time experience working in a high volume call center and/or dispatch environment coordinating many tasks simultaneously.

Public Safety Dispatcher II

Education

Equivalent to the completion of the 12th grade.

AND

Experience:

Two years of full time experience equivalent to a Public Safety Dispatcher with the City of Rocklin.

GENERAL QUALIFICATIONS

License Requirements:

A valid California Class C driver license or higher with a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements:

Incumbents must possess the 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; hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter 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. Positions in this classification occasionally lift and carry reports and records that typically weigh less than 20 pounds.

Working Conditions:

Incumbents 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.

FLSA: NE

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.