



## **JOB DESCRIPTION**

### **PUBLIC SAFETY DISPATCHER**

#### **DEFINITION**

Under general supervision, receives and transmits emergency radio and telephone communications; dispatches law enforcement, fire, ambulance, and other public safety personnel as needed; monitors emergency alarm systems; enters and retrieves data from computer systems; and other related duties.

**EXAMPLES OF DUTIES:** (These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The examples of work performed are neither restricted to or all-encompassing of the duties to be performed under this job title. **(E=Essential Duty; M=Major Portion of Time)**)

- Receives and classifies incoming phone calls and radio traffic. (E-M)
- Determines priority of responses and dispatches appropriate public safety units. (E-M)
- Answers incoming business and emergency calls. (E-M)
- Takes complaints and requests for information from citizens. (E-M)
- Responds to inquiries at the public counter after business hours. (E)
- Operates a teletype system and computer for requesting information to assist officers in dealing with incidents. (E-M)
- Enters information into centralized record keeping system. (E-M)
- Confirms outstanding warrants with other agencies. (E)
- Performs clerical skills such as typing and filing a variety of information. (E)
- May assist in processing arrestees and monitoring them in a holding cell.
- May be required to take minor crime reports.
- Works rotating shifts, including nights, weekends, and holidays. (E)
- Performs related duties as assigned.

#### **QUALIFICATIONS**

##### **Knowledge and Skills:**

- Typing skills at a speed of 35 net words per minute.
- Good written and verbal skills, using good English grammar and diction.
- Skill in thinking and acting quickly, calmly, and appropriately in emergency situations.
- Good interpersonal skills including dealing politely and effectively with citizens who may be emotionally upset, excited, or distraught.
- Good record keeping and clerical skills, using independent judgment and requiring speed and accuracy.
- Skill in establishing and maintaining harmonious working relations with department personnel, supervisors, other City employees, and the general public.
- Working knowledge of modern office equipment, practices, and procedures desirable.
- Working knowledge of the City of Ukiah, including the location of streets and important buildings desirable.
- Ability to work rotating shifts and long hours without a break.
- Ability to sit for long periods of time.
- Working knowledge of the Penal Code, California Vehicle Code, and Uniform Fire Code desirable.
- Computer experience desirable.

##### **Education and Experience:**

Graduation from high school and one year clerical and telephone experience or equivalent combination of education and experience. Prior dispatching experience and experience with computers desirable; bilingual – Spanish speaking abilities preferred.

##### **Necessary Special Requirement:**

Possession of a valid Class C California Driver's License is required.

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