COUNTY OF SOLANO

PUBLIC SAFETY DISPATCHER

DEFINITION

Assists community members and agencies with emergency needs by receiving and dispatching calls received; receives caller information, relays information to appropriate unit or agency, and provides assistance to callers as needed; logs call information into computer; monitors activity of all public safety units to determine status of incident and location of units.

CLASS CHARACTERISTICS

This is the journey level class in the Dispatcher series characterized by the responsibility to engaged in dispatching law enforcement, fire service, and emergency medical service personnel on an assigned shift. Incumbents receive requests for assistance; evaluate requests for criticality and type of response needed; dispatch personnel to assist with the reported situation; monitor the situation for changes and safety of personnel for the duration of the response. This class is distinguished from the Senior Dispatcher in that the latter provides lead supervision in support of Dispatch Unit activities during an assigned shift.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dispatch Supervisor.

May provide technical guidance to lower level dispatch staff.

EXAMPLES OF DUTIES *-Duties may include but are not limited to the following:*

Receives requests for law enforcement, fire service, emergency medical and other services; evaluates requests for validity, priority and type of response required; dispatches appropriate individual/agency to respond to request; relays information and/or instructions to personnel in the field; coordinates some non-emergency activities.

Monitors radio frequencies for Sheriff and fire departments and a variety of other agencies such as Animal Control, California Fish and Game Department, city police departments and California Highway Patrol; enters, alters and requests information maintained on automated record-keeping systems.

Monitors fire and sheriff unit location and status; maintains radio communications with field personnel; requests additional assistance from County and/or other agency personnel to respond to emergency situations as necessary.

Maintains back-up tapes; maintains record of incoming service requests and responding actions; prepares reports of shift activity; maintains records of status of fire equipment and current

County map books; prepares various citizens requests; prepares and maintains related administrative reports.

Refer calls to appropriate agencies; may provide general information to the public; may assist in training new dispatchers.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Law enforcement techniques and procedures.

Techniques and effective methods of handling difficult public contacts.

Operation of radio and related dispatching equipment and systems.

Law enforcement terminology and code systems.

Emergency services in Solano County.

Map reading.

Automated record-keeping systems.

Skills to:

Utilize basic office equipment, computer, phone and radio dispatch equipment and automated record-keeping systems.

Ability to:

Interpret and apply laws, regulations and policies governing dispatch program operations.

Dispatch law enforcement and emergency service personnel.

Make decisions and independent judgments.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Communicate effectively and deal firmly with people of diverse socio-economic backgrounds and temperaments; demonstrate tact and diplomacy.

Determine the appropriate course of action in emergency or stressful situations.

Refer callers to other emergency services.

Draw logical conclusions and make appropriate recommendations.

Maintain accurate records and document actions taken; use automated record-keeping systems.

Interview people to discover information pertinent to the reported emergency situation.

Organize and prioritize work assignments.

Research regulations, procedures and/or technical reference materials.

Make referrals to local and regional providers of social, medical and/or other specialized services.

Project consequences of decisions.

Maintain confidentiality of information.

Recall detailed information.

Implement specific procedural steps quickly and accurately.

Monitor a variety of emergency situations at the same time.

Work under pressure.

Monitor and/or operate multi-line telephones, radio equipment, intercoms and alarm systems.

Experience and Education/Training

Experience:

One year of emergency service dispatching which included responsibility for dispatching for law enforcement or fire services.

Education/Training:

High school diploma or equivalent.

SPECIAL REQUIREMENTS

A net keyboard typing speed of 40 WPM is required.

SUPPLEMENTAL INFORMATION

Candidates for positions in this class will be required to pass a background investigation, psychological examination and medical examination in accordance with applicable law, regulation and/or policy.

Incumbents shall satisfactorily complete the POST-certified Public Safety Dispatchers□ Basic Course within 12 months after the date of appointment.

Incumbents shall serve a probation period of twelve months.

Incumbents must be willing to work odd and irregular hours, including nights, weekends and holidays, rotating shifts, scheduled and emergency overtime and be available on call as required.

Incumbents must be willing to sit for long periods of time, and to work in a closed, confining and stressful environment.

Positions allocated to this class may require bilingual skills.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Requires the ability to recognize and identify similarities and differences between shade, degree or value of colors, shapes, sounds, forms, textures or physical appearance associated with job-related objects, materials, tasks or people. Requires acute auditory perception.

Environmental Factors: Requires the ability to work under conditions where exposure to environmental factors poses a limited risk of minor injury or illness.

Director of Human Resources

Established Date: August 1997
Revised Date: November 2002
BOS Date: June 30, 2003

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