

## DISPATCHER II

### **DEFINITION**

Under general supervision, receives public safety and emergency calls and dispatches public safety units following prescribed procedures; maintains effective and efficient communications with law enforcement and other agencies; answers emergency and non-emergency calls for public safety and other District divisions/departments; performs a variety of general administrative support duties, including record keeping, typing, and filing.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from management personnel. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

Incumbents in this classification independently perform the full range of public safety dispatch, customer service, and related office support duties. This class is distinguished from Dispatcher I, in that it performs a more complex range of duties and exercises independent judgement within the scope of the Public Safety Office.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

- Receives and evaluates public safety and emergency calls, and related business calls for the District; provides information and/or transfers calls to the appropriate division/department, agency, or response organization; takes messages for department personnel.
- Dispatches public safety emergency units in accordance with established procedures and policies using a radio dispatch system, including determining priority of emergency and contacting and sending appropriate response unit.
- Maintains contact with field units, including accounting for location and status of units and maintaining records of field calls.
- Maintains, troubleshoots, and updates departmental record and dispatch system; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from computer aided dispatch and databases as required.
- Receives information regarding facility issues and generates work orders.
- May review and grant or deny parking citation appeals.
- Provides monthly reports on parking meter activity, citation statistics, and requests for service calls.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support, or information.
- Assists public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and

applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.

- Assists callers and visitors with and provides information regarding parking permits, citations, appeals, appeal denials, administrative hearings, and related policies, procedures, rules and regulations.
- Performs a variety of routine office administrative duties to support departmental operations, including word processing, data entry and organization, counter reception, record-keeping, preparing records and basic reports, filing, and maintaining office and related supplies.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and basic reports for completeness and conformance with established procedures; applies departmental and program policies and procedures in determining completeness of records, and files.
- Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
- Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, and memoranda; types from rough drafts or verbal instructions; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Compiles information and data for administrative and basic statistical reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Terminology and procedures used in public safety dispatching.
- Functions, principles, and practices of law enforcement agencies.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Modern office administrative support practices and procedures, including the use of standard office and computer equipment.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Applicable codes, regulations, policies, including Penal, Vehicle, and Health and Safety Codes and regulations.
- Technical processes and procedures related to the Public Safety Department.
- Principles and practices of data collection and basic report preparation.
- Business letter writing and the standard format for reports and correspondence.

- Business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- Alphabetical and numerical filing methods.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

**Skills & Abilities to:**

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Operate computer, telephone, radio, and telecommunication equipment simultaneously while performing dispatching activities.
- Memorize codes, names, locations, and other information.
- Interpret, apply and explain policies, procedures, and regulations.
- Obtain necessary information from individuals in stressful or emergency situations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Perform responsible administrative support work with accuracy and speed.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply District policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out oral and written directions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Schedule and coordinate projects; set priorities; adapt to changing priorities; meet critical time deadlines.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment and word-processing, database, and spreadsheet application programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Education and Experience:**

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

Equivalent to the completion of twelfth (12<sup>th</sup>) grade and two (2) years of general office clerical experience or one (1) year of experience in a public safety or law enforcement agency dispatch center.

### **Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment;
- Possession of, or ability to obtain, a P.O.S.T. Basic Dispatcher certificate.

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and telephone; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

### **ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public in interpreting and implementing District policies and procedures.