

CITY OF MT. SHASTA

CLASS TITLE: PUBLIC SAFETY DISPATCHER

BASIC FUNCTION:

Under the direction of the Dispatch/Records Manager, perform a variety of dispatching, clerical and record-keeping duties in support of City-wide emergency and non-emergency police services; operate a telephone to receive routine and emergency requests from City personnel and the public; dispatch police personnel as appropriate.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of dispatching, clerical and record-keeping duties in support of City-wide emergency and non-emergency police services; coordinate flow of communications between City services to assure appropriate and timely response to City needs and emergencies.

Operate a telephone to receive routine and emergency requests from City personnel and the public; dispatch police personnel utilizing assigned radio equipment according to established guidelines and procedures; maintain related call and radio logs.

Maintain radio communications with City police units; monitor location and status of police officers; keep officers current regarding police, fire and medical activities, emergencies and situations; respond to officer requests for vehicle, individual and other information.

Compile information and statistics and prepare and maintain a variety of records, reports and files related to crime, calls, dispatches, victims, suspects, witnesses, cases, accidents and assigned activities; process and prepare case files for submittal to the District Attorney's office as required.

Input a variety of dispatch, personal, crime, case and other data into an assigned computer system; establish and maintain automated records and files; initiate queries, extract data and generate various computerized reports as requested.

Serve as an informational resource to the community concerning City services; respond to inquiries and provide information concerning City events, activities, directions, weather, road conditions, time lines, projects, goals, objectives, policies and procedures.

Perform a variety of clerical support duties; receive and route telephone calls as required; take and relay messages; greet and assist visitors; prepare and distribute a variety of correspondence; duplicate and distribute materials as requested.

Communicate with City personnel, outside agencies and the public to exchange information and resolve issues or concerns.

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Ewing Consulting Services

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Provide training to other public safety dispatchers as assigned by the position.

Participate in a variety of other assigned activities such as selling dog licenses, monitoring alarm systems, assisting with DARE and other special programs, searching prisoners and arranging for vehicle tows.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Telephone and radio procedures, techniques and etiquette.
Operation of voice radio and telephone and equipment.
Modern office practices, procedures and equipment.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Methods of collecting and organizing data and information.
Operation of a computer and assigned software.
Record-keeping and report preparation techniques.
Principles and practices of data processing.

ABILITY TO:

Perform a variety of dispatching, clerical and record-keeping duties in support of City-wide emergency and non-emergency police services.
Operate a telephone to receive routine and emergency requests from City personnel and the public.
Dispatch police personnel as appropriate.
Learn, interpret, apply and explain policies, procedures, rules, codes and regulations.
Learn local geography, street locations, important buildings and landmarks of the area.
Learn City and Department organization, operations, radio procedures and dispatch guidelines.
Type or input data at an acceptable rate of speed.
Maintain records and prepare reports.
Answer telephones and greet the public courteously.
Understand and follow oral and written instructions.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Complete work with many interruptions.
Operate a computer and assigned software.
Meet schedules and time lines.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of general office experience.

LICENSES AND OTHER REQUIREMENTS:

Valid POST Public Safety Dispatch certification.
Incumbents in this classification must complete the POST recertification program every two years.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Hearing and speaking to exchange information in person and on the telephone.
Sitting for extended periods of time.

HAZARDS:

Contact with dissatisfied or abusive individuals.