



CITY OF CITRUS HEIGHTS

POLICE DISPATCHER I POLICE DISPATCHER II

DEFINITION

To perform a variety of functions involved in receiving, evaluating, prioritizing and relaying calls for emergency and non-emergency public safety assistance; to dispatch appropriate units and coordinate response of emergency personnel; to perform a variety of clerical duties related to specialized records functions.

DISTINGUISHING CHARACTERISTICS

Police Dispatcher I - This is the entry level class in the Police Dispatcher series. This class is distinguished from the journey by the performance of more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under immediate supervision while learning job tasks.

Police Dispatcher II - This is the journey level class within the Police Dispatcher series. This class is distinguished from the Police Dispatcher I by the assignment of the full range of duties. 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 within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level.

SUPERVISION RECEIVED AND EXERCISED

Police Dispatcher I

- Receives immediate supervision from the Police Communications Supervisor.

Police Dispatcher II

- Receives general supervision from the Police Communications Supervisor.
- May exercise limited technical and functional supervision over less experienced dispatch personnel.

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

- Receive emergency calls from the public requesting police service; determine nature, location and priority of calls and dispatch units accordingly; transfer calls to appropriate agency in accordance with established procedures; obtain and dispatch other support services; supply information to the public.
- Maintain contact with all units on assignment through computer aided dispatch; maintain status and location of police field units; maintain computer records of traffic stops and other officer initiated activity.

- Operate a variety of public safety communications equipment including a multi-channel radio, 911 emergency telephone equipment, computer aided dispatch systems, instant recall recorders, and paging and intercom systems.
- Operate computer terminals and teletype machine to enter, modify, and retrieve data such as stolen and recovered property, towed and stolen vehicles, missing and unidentified persons, citations, field interviews, driver license and vehicle registration information, and warrants on wanted persons; compose and transmit messages to other agencies.
- Retrieve information from state and national computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, restraining orders, criminal histories, parolees and other related information; relay information to officers in the field.
- Compile data and prepare reports of calls for service, equipment dispatched and disposition; perform a variety of difficult and technical police record keeping work.
- Monitor security camera for the department and civic center complex.
- May assist in other areas of police operations based on organizational need or workload distribution, including records, community service activities, property and evidence functions, and special assignments, as appropriate.
- Perform minor routine maintenance on department equipment including dispatch and general office machines; request service and repairs as necessary.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Police Dispatcher I

Knowledge of:

- Methods and techniques of proper telephone etiquette.
- Customer service principles and practices.
- Principles and procedures of record keeping and filing.
- Correct English usage, spelling and punctuation, and grammar.
- Personal computer use and methods.

Ability to:

- Learn to perform the full range of communication and dispatch activities.
- Intermittently review documents related to dispatching operations; observe, identify and problem solve incidents while dispatching; remember, understand, interpret and explain operational policies and procedures to the public and staff.
- Learn to operate a variety of telecommunications equipment including radio, telephone and computer aided dispatch systems.
- Learn to operate specialized automated law enforcement information systems, including public safety computer systems to access and maintain data.
- Learn to perform a wide variety of specialized clerical duties involved in preparation, maintenance, and release of materials related to law enforcement activities.

- Learn standard broadcasting procedures and rules.
- Learn to interpret and apply laws, ordinances and departmental policies and procedures.
- Learn to remain calm, speak clearly, listen and determine appropriate courses of action during emergency situations.
- Express him/herself in English in a clear, distinct, and understandable manner when speaking.
- Perform multiple cognitive and manual tasks simultaneously.
- Deal tactfully and courteously with the public and law enforcement personnel; high ability to interact with the public courteously, with patience and a positive attitude.
- Respond to requests and inquiries from the general public.
- Work evenings, weekends and varied shifts.
- Provide high quality, economical services to the Citrus Heights community, placing emphasis on responsive customer service.
- Demonstrate a civic entrepreneurial spirit by generating new, innovative ideas and development of better methods to accomplish tasks and complete projects.
- Foster an environment that embraces diversity, integrity, trust and respect.
- Be an integral team player, which involves flexibility, cooperation and communication.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work with various cultural and ethnic groups in a tactful and effective manner.
- Communicate clearly and concisely, both orally and in writing.
- Preserve confidentiality of sensitive material routinely encountered as part of work.
- Use a personal computer with proficiency and familiarity.

Experience and Training

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

Experience:

- One year of extensive public contact work experience, in person or over a multi-line telephone system, demonstrating a general aptitude for working with the public in a high pressure, multi-tasking environment.
- Experience working in a law or code enforcement environment or related field is highly desirable.

Training:

- Equivalent to the completion of the twelfth grade.

License or Certificate:

- Possession of a typing certificate demonstrating the ability to type 40 wpm net of errors.
- May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.

Police Dispatcher II

In addition to the qualifications for the Police Dispatcher I:

Knowledge of:

- Operations, services and activities of a public safety telecommunications and dispatch center.
- Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems.
- Automated law enforcement information systems and procedures.
- Dispatching techniques with use of radio system for communicating and receiving information.
- Techniques of questioning for both emergency and non-emergency calls.
- Applications of various City and Police Department policies and procedures.
- Pertinent local, state and federal laws, codes, ordinances, City functions, policies, rules and regulations.
- Geographic features and locations within the area served.
- Basic police terminology.

Ability to:

- Perform the full range of communication and dispatch activities.
- Work under pressure, exercise good judgment and make sound decisions in emergency situations; establish priority of emergency situations; dispatch police units quickly and effectively.
- Operate a variety of telecommunications equipment including radio, telephone and computer aided dispatch systems; read and interpret maps and other navigational resources.
- Operate specialized automated law enforcement information systems including public safety computer systems to access and maintain data.
- Perform a wide variety of specialized clerical duties involved in preparation, maintenance, and release of materials related to law enforcement activities.
- Exercise good judgment in maintaining critical and sensitive information, records, and reports.
- Respond to and resolve difficult and sensitive citizen inquiries and complaints; effectively communicate and elicit information from upset and irate telephone callers.
- Remain calm, work under pressure, exercise good judgment, determine appropriate action, and make sound decisions in emergency situations.
- Listen effectively and use skilled techniques of questioning for both emergency and non-emergency calls.
- Understand the organization, operation, and services of the City, the Police Department, and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general administrative and departmental policies and procedures as well as pertinent federal, state, and local laws, codes, and regulations.
- Use sound judgment in following and applying appropriate laws, regulations, policies, and procedures.
- Organize and prioritize work assignments.

Experience and Training

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

Experience:

- Three years of police dispatching experience similar to the Police Dispatcher I with the City of Citrus Heights.

Training:

- Equivalent to the completion of the twelfth grade.

License or Certificate:

- May need to possess a valid California driver's license and proof of automobile liability insurance as required by the position.
- Possession of, or ability to obtain, California POST Public Safety Dispatcher Basic Certificate is highly desirable; such certificate must be obtained by completion of probation.

PHYSICAL/SENSORY REQUIREMENTS

On a continuous basis, sit at a desk/console for long periods of time. Intermittently, twist and reach office equipment; write or use keyboard to communicate through written means; give clear, oral instructions to incoming callers and public safety personnel in the field; clearly respond to incoming calls for assistance and information; monitor and relay public safety personnel responses over the radio; lift and carry weight of 15 pounds or less.

<i>File:</i>	<i>Police Dispatcher I Police Dispatcher II</i>
<i>FLSA:</i>	<i>Non-exempt</i>
<i>Created:</i>	<i>07/20/05</i>
<i>Revised:</i>	<i>10/24/08 – Added Typing certification requirement; adding testing for Dispatcher I; tightened the experience description. 07/2010 – Updated EEO Language 10/15/10 – Corrected EEO Language 8/14/12 – Updated experience requirement for Dispatcher II 07/01/2021 Update format; remove reference to Senior Dispatcher; update Typing Requirement</i>