



CITY OF CITRUS HEIGHTS

SENIOR POLICE DISPATCHER

DEFINITION

To serve in a lead supervision role over an assigned police dispatch shift in addition to fully performing dispatching duties; to be responsible for the dispatch center personnel, operational systems and procedures, policy interpretation, and implementation during an assigned shift; to perform the more difficult and sensitive situations and providing training to/assessment of less experienced personnel; and to perform the full range of dispatch and communications services as required.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Police Dispatcher series. Employees within this class are distinguished from the journey level by the performance of the full range of duties as assigned including responsibility for a specific area of assignment and technical supervision over lower levels of staff. 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 of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Police Communications Supervisor.

Exercises technical and functional supervision over lower level and/or assigned dispatch staff.

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

Oversee, lead, and coordinate the activities of an assigned police dispatch shift; train and provide feedback for evaluations of dispatch staff; ensure adherence to established policies and procedures; ensure accurate and complete information and that incidents are dispatched in a timely manner, contact appropriate agency.

Maintain reference library of resource material including City and local agency directories; dispatch reference information to field units as requested.

Participate in the development of policies and procedures; monitor work activities to ensure compliance with established policies and procedures; make recommendations for changes and improvements to existing standards and procedures.

Respond to complaints from citizens regarding dispatch operations; research complaints and gather related paperwork or archives of radio transmissions or telephone conversations.

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 prepares reports of calls for service, equipment dispatched and disposition; perform a variety of difficult and technical police record keeping work.

Copy tapes and transmissions or compile logs, per subpoena, criminal, civil or internal investigations.

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 the full range of duties of lower level dispatch personnel.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Basic law enforcement theory, principles, and practices and their application to dispatch operations.

Operations, services, activities and equipment provided/used in a public safety telecommunications and dispatch center, including computer aided dispatch systems.

Law enforcement telecommunications systems

Automated law enforcement information systems and procedures; and standard law enforcement information, communications, and record keeping terminology.

Principles of lead supervision and training.

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.

Public records disclosure laws.

Geographic features and locations within the area served.

Customer service principles and practices.

Correct English usage, spelling and punctuation, and grammar.

Personal computer use and methods.

Ability to:

Oversee the operations of a police dispatch shift; provide technical and functional supervision to assigned shift personnel; and perform the full range of duties of lower level dispatch personnel.

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.

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.

Operate a CAD system and other associated technologies and systems quickly, effectively and accurately.

Train lower level dispatch personnel in current dispatch/communications, and law enforcement information access techniques and methods, including City and departmental policies and procedures.

Assess and provide documentation related to progress and performance of lower level dispatch personnel.

Assist with developing and administering a dispatch/communications training program, including preparation and maintenance of directive manuals and related training materials.

Compile statistics on calls-received-for-service related to routine and special reports; test dispatch/communications equipment on a routine basis, document results, and provide recommendations.

Respond to and resolve difficult and sensitive citizen inquiries and complaints; effectively communicate and elicit information from upset and irate callers; demonstrate a high ability to interact with the public courteously, with patience and a positive attitude.

Perform multiple cognitive and manual tasks simultaneously.

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.

Express him/herself in English in a clear, distinct, and understandable manner when speaking.

Work varied hours including evenings, weekends, and holidays.

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.

Enter data or type accurately at a speed of 35 words per minute net of errors.

Use a 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:

Two years of journey level police dispatch experience similar to a Police Dispatcher II in 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 California P.O.ST. Public Safety Dispatcher Basic Certificate or equivalent is required.

Equal Opportunity Employer

It is the policy of the City of Citrus Heights not to discriminate against qualified employees or applicants because of race, color, religion, gender, sexual orientation, marital status, national origin, ancestry, citizenship, age, medical condition, physical or mental disability, or any other basis protected by law. Qualified individuals with a disability will receive reasonable accommodation, as required by the California Fair Employment and Housing Act (FEHA), and federal laws including the Americans with Disabilities Act (ADA) and Section 504, during any phase of the selection process, providing such request is made to Human Resources at least five working days in advance. Medical disability verification may be required prior to accommodation.

File:	Senior Police Dispatcher
FLSA:	Non-exempt
Created:	07/20/05
Revised:	06/01/08 07/2010 – Updated EEO Language 10/15/10 – Corrected EEO Language