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City of Alameda  
Code No. 4074  
Approved by C.S.B.  
October 4, 2006

## **PUBLIC SAFETY DISPATCHER**

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### **DEFINITION**

Under supervision performs non-sworn police work and support duties involved in public safety dispatch and communications; receives emergency and non-emergency calls and dispatches assignments according to established procedures; performs other related work as required.

### **DISTINGUISHING FEATURES**

This is a specialized non-sworn class that provides technical communications support and computer information processing in support of emergency service provision including police, animal control, parking enforcement, limited public works functions, and other City services. Performs a variety of other duties in support of public safety information and communications functions. Incumbents are able to perform the full range of duties assigned with only occasional instructions or assistance as unusual or unique situations arise and are fully aware of operating policies and procedures. May, on an occasional and temporary basis, be assigned duties normally performed by other non-sworn uniformed employees.

### **EXAMPLES OF DUTIES**

1. Dispatches emergency and non-emergency police personnel in response to calls for service; receives information, questions and requests for service; determines nature and priority of calls for service, routes calls as needed and dispatches appropriate units for response.
2. Handles inquiries involving public emergencies; recognizes sensitive information and handles accordingly; provides information to field units, other agencies and the public.
3. Alerts other agencies and coordinates mutual response radio traffic and information distribution.
4. Operates computer aided dispatch system and other telecommunications devices; performs routine equipment testing, upkeep and maintenance.
5. Operates computer equipment using designated systems and programs such as word processing, desktop publishing, databases and spreadsheets; makes inquiries and entries through local, State and Federal computer information systems.
6. Sends, receives and routes a variety of law enforcement reports, warrants and other materials.
7. Reviews and records case information; maintains logs and records including automated record files; prepares reports and other related forms and records.
8. May assist in training new dispatchers and participate in various Police Department activities and operations as assigned.

### **EMPLOYMENT STANDARDS**

#### **Education/Experience**

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

**Education:** Graduation from high school.

**Experience:** Two years of responsible full-time work experience involving public contact, computer usage, and/or heavy telephone traffic. Experience in public safety, or dealing with stressful, multi-task oriented situations is desirable.

Knowledge

Knowledge of organization and functions of a municipal law enforcement agency; modern office practices and procedures; application of modern computer technology including designated operating programs and software.

Ability

Ability to effectively coordinate the work of safety enforcement personnel in the field; assess and prioritize emergency situations; make rapid and sound independent judgements in stressful emergency situations; perform clerical work and basic mathematical calculations with speed and accuracy; operate computer equipment, a variety of office equipment and specialized police department equipment including computerized telecommunications and dispatch equipment; read, interpret, apply and explain various codes, regulations, manuals, maps, etc.; establish and maintain accurate records; prepare reports; communicate effectively; act with resourcefulness, courtesy and initiative; establish and maintain effective working relationships with employees and the general public.

Typing Skill

Ability to type from clear printed copy at a speed of 35 net words per minute.

Special Requirements

Willingness and/or ability to work rotating shifts, including nights, holidays and weekends; work on an on-call basis; work irregular duty assignments; wear a uniform and safety equipment; work outside in inclement weather; work under undesirable and hazardous conditions; conform to department grooming standards; successfully pass a background investigation; work alone; attend educational sessions as required; travel out of town for one day or more.

Physical and Mental Health

Candidates considered for appointment must successfully pass job related medical and psychological examinations including a drug screening, and have vision correctable to 20/30 and normal color vision and hearing. Incumbents must demonstrate a state of physical and mental health consistent with the ability to perform assigned duties.

Other Requirements

Possession of, or ability to obtain within one year of employment, a Peace Officer Standards and Training, (POST), Dispatch Certificate.

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.