

**CLASSIFICATION SPECIFICATION FOR:
COMMUNICATIONS DISPATCHER
COMMUNICATIONS DISPATCHER LEAD**

Class specifications are intended to present a descriptive list of the range of typical duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job, and all duties described are not necessarily performed by all employees in the class.

FLEXIBLY STAFFED SERIES

This is a flexibly staffed series, meaning that incumbents may be promoted by successfully demonstrating the ability to perform competently at the required level and by meeting the qualifications for the next higher class. Promotion to a higher level is not automatic or guaranteed. For more information, refer to the Town's Administrative Policy on Flexibly Staffed Classifications.

POSITION SUMMARY

The principal function of the Communications Dispatcher and Communications Dispatcher Lead positions is to receive and dispatch calls from the public for emergency services. The positions operate telephone, radio and computer equipment in the emergency response center. Employees prioritize calls, dispatch police units and/or refer calls appropriate to the situation (i.e. medical, fire, out of jurisdiction). The position is responsible to relay information to law enforcement and emergency response personnel and to provide communications-related support to responding units.

Communications Dispatcher: Incumbents work under close supervision while being trained and will gradually work more independently as knowledge and skills are acquired. Upon demonstration of competency, the Communications Dispatcher will work independently without immediate oversight.

Communications Dispatcher Lead: In addition to performing Communications Dispatcher duties, provides supervision, training and evaluation of communications dispatch staff, prepares schedules, assists with problem-solving and complaint-resolution, works on special projects, and coordinates activities to maximize the effectiveness and efficiency of operations.

DISTINGUISHING CHARACTERISTICS

- **Communications Dispatcher** is a journey-level classification for this professional job and requires full mastery of the technical aspects of the job. After a period of training, incumbents must possess full proficiency to work a solo-shift without assistance. Work is performed in accordance with policies established by the Police Department and within guidelines established by the California Commission on Peace Officer Standards and Training (POST). Within the established guidelines, the Communications Dispatcher exercises independent judgment under emergency conditions on matters involving the potential loss of life or property.
- **Communications Dispatcher Lead** is the supervisory level of this job series and provides day-to-day supervision of the Communications Dispatch operations. In addition to the Communications Dispatcher duties, this level is responsible for the training, evaluation and scheduling of staff.

ESSENTIAL FUNCTIONS STATEMENTS Essential responsibilities and duties may include, but are not limited to, the following:

- Answers calls to the Police Department's emergency and non-emergency lines.
- Operates telephone, radio and telecommunications equipment.
- Obtains essential information from reporting parties about the nature of the emergency.
- Determines response requirements and priorities of situations.
- Determines closest available and most appropriate company and dispatches police fire, medical aid, rescue, and hazardous material calls.
- Provides communications support to units in the field.
- Enters, updates and monitors information such as time assignment, en route time, arrival, clearance, and other related information for each emergency and non-emergency event.
- Enters information into computer terminals; enters control codes and searches files to research and provide information.
- Monitors location and verifies safe status of public safety and other specified Town personnel.
- Answers non-emergency questions, provides information to the public and refers non-emergency calls to other resources.
- Maintains access to and the security of highly sensitive materials.
- Performs related duties and responsibilities as required.

Additional Essential Functions for Communications Dispatcher Lead:

- Prepare schedules to optimize coverage for 24/7 operations.
- Participate in the screening and selection of personnel.
- Assist in establishing training standards.
- Provide training and evaluate the effectiveness of the training program.
- Provide informal and formal performance feedback, including annual evaluations.
- Participate in special projects such as policy review, technology upgrades and process improvement.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Telecommunications – Knowledge of transmission and operation of telecommunications systems.
- Communications – Knowledge of communication and dissemination techniques and methods.
- Public Safety and Security – Knowledge of relevant equipment, policies, procedures, and strategies to promote effective public safety operations for the protection of people, property, and data.
- Language-- Knowledge of the structure and content of the English language, including the meaning and spelling of words, rules of composition and grammar.
- Customer Service – Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting service standards and evaluating customer satisfaction.

- Clerical – Knowledge of administrative and clerical procedures and systems, such as word processing, managing files and records, transcription, use of forms and other office procedures and terminology.
- Law and Government – Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders and agency rules.
- Geography – Knowledge of principles and methods for describing the features of lands, sea and air, including their physical characteristics, locations and interrelationships.

Skills:

- Active Listening – Giving full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate and avoiding inappropriate interruptions.
- Speaking – talking to others to convey information effectively.
- Coordination – Adjusting actions in relation to others' actions.
- Critical Thinking – Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Service Orientation – Actively looking for ways to help people.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Monitoring – Assessing performance of self and others to make improvements or take corrective actions.
- Reading Comprehension – Understanding written sentences and paragraphs in work-related documents.
- Complex Problem Solving – Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Judgment and Decision Making – Considering the impacts of potential actions to make the most appropriate choices.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.

Ability to:

- Use good judgment and clear thinking during stressful situation.
- Operate police radio console and receive radio calls from mobile units and other agencies.
- Receive telephone calls from the public; relay emergency ambulance and fire calls to County dispatch center; make telephone calls for field units.
- Operate telecommunications terminals to access County, State, and National law enforcement data systems; interpret responses for field units.
- Maintain effective and efficient radio communications with officers in the field and other law enforcement agencies.
- Dispatch Town personnel from other departments (e.g., Parks and Public Works, Community Development), as needed.
- Maintain written logs and files; enter calls for service into Police Department computer. Maintain street maps, address and business files.
- Recall detail, including the ability to accurately recreate events, conversations or readings and to record those recreations in written and/or oral form.
- Interpret and apply oral or written material/instructions, including the ability to listen to or

read abstract or directive instructional material and to apply that data correctly to practical circumstances.

- Remain alert and engaged for long periods of time.
- Take action or to decide between alternative courses of action under routine, highly stressful difficult conditions.
- Remain alert at varying hours after scheduled rest or to remain alert during extended periods of an emergency or unanticipated nature.

Each of these essential tasks must be performed individually and unassisted by other persons, since this employment requires an ability to work alone.

TOOLS AND TECHNOLOGY USED

The following are examples of tools and technology used to perform typical duties; this list is not exhaustive.

- Computer-aided dispatch systems, software and databases (CAD, SLETS, SJIC)
- Radio consoles
- Multi-line and special-purpose telephones
- Teletype terminals
- Computers including desktops and laptops
- Databases
- Email and Electronic Calendaring
- Office software: Microsoft Word, Excel

REQUIRED EDUCATION, EXPERIENCE AND TRAINING Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying.

All positions require:

- Completion of the high school, GED or equivalent.
- Two years of general office experience.
- Availability to work irregular hours and to report to duty on short notice.
- Ability to pass a full Police administrative background clearance.

Communications Dispatcher Lead: additionally requires at least three years of experience at the level of Communications Dispatcher.

SUBSTITUTION: Successful completion of the California Commission on POST 120-hour dispatcher academy may be substituted for the two years of general office experience.

WORKING CONDITIONS / PHYSICAL REQUIREMENTS

Employees must be able to maintain physical condition necessary for sitting for prolonged periods of time; repetitively use fingers and/or wrists while twisting or applying pressure; maintain concentration and the capability to make sound decisions; maintain effective audio/visual discrimination and perception to the degree necessary for the successful completion of assigned duties.

WORK ENVIRONMENT: Employees work indoors in a computerized office environment 100% of the time, in direct contact with members of the department and other Town staff, outside agency personnel and the public.

Representation T.E.A.	EEOC Category Professional	FLSA Non-Exempt
History August 2015: Replacement for Communication Dispatcher		