



Job Description

Title: Police Dispatcher	FLSA Status: Non-Exempt	Created:
Supervisor: Communications and Records Manager	Supervises: N/A	Revised:
Job Family: Police Services	Bargaining Unit: Police Services	Approved:

JOB SUMMARY:

Under the direction of Communications and Records Manager, perform a variety of duties involved in receiving incoming calls for police, emergency and non-emergency assistance and dispatching necessary police units or contact appropriate public service agencies; perform a variety of general support duties related to dispatch activities including record keeping, typing and filing; enter data into computer-aided dispatch system (CAD); receive and process background checks, warrants, parking, criminal and traffic citations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Receive emergency and non-emergency phone calls for service from the public, affiliated agencies and field personnel; determine nature and location of emergency and priority; maintain contact with all units on assignment; maintain status and location of police field units; monitor radio traffic.
- Answer and respond to calls for service; dispatch emergency units as necessary and in accordance with established procedures; respond to officer's radio calls; coordinate emergency calls and relay information and assistance requests involving other public safety agencies.
- Assist citizens at service window requesting service; accept and process cash payments for police services rendered; process records requests received via fax or mail.
- Receive and process background checks at service window, for background investigators and for immigration purposes.
- Receive and process warrants, parking, criminal and traffic citations; process CHP 180 forms; enter, modify and cancel entries and monitor responses of the California Law Enforcement Telecommunications System (CLETS); send, receive and monitor County systems for probation, warrants, protection orders and subpoenas; monitor messages from administrators; scan forms as required into assigned systems.
- Enter a variety of information into assigned databases including parking, criminal and traffic citations, vehicle releases, animal control, vehicle repossessions, emergency protection orders and subpoenas; print reports and data from CLETS and County Systems.
- Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of documents relating to public safety activities, including officers' briefing binders and vehicle releases; use the Records Management Systems (RMS)/Computer Aided Dispatch (CAD) system.
- Request and share information with multiple organizations including Merced County Sheriff's Department, California Highway Patrol, Cal Fire, Merced County Probation and Juvenile Courts and other related agencies.
- Provide training and work direction to Dispatch trainees.
- Operate a multi-line telephone system; operate a computer and assigned software.
- Assist with tasks and projects throughout the Police Department as needed.

OTHER DUTIES:

- Perform related duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. The work environment characteristics and physical

demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Principles, practices, and procedures involved in public safety communications work.
- Computer, telephone and mapping systems.
- Geography of the City and the location of streets and important buildings.
- California Law Enforcement Telecommunications System (CLETS).
- Learn Records Management Systems (RMS) and Computer Aided Dispatch (CAD) systems.
- Operation of radio/telephone receiving and transmitting equipment.
- Applicable laws, municipal codes, regulations, policies and procedures related to police records.
- Operation of a computer and assigned software.
- Principles, practices, policies, and regulations regarding police dispatching services.
- Report writing, editing and proofreading.
- Principles of training and police dispatching operations.

Ability to:

- Understand English and speak it clearly in a well-modulated voice using good diction and appropriate grammar.
- Prioritize needs of callers, lobby contacts and officers.
- Understand computer, telephone and mapping systems.
- Write clear, concise reports and instructions.
- Identify and implement efficient work practices and procedures.
- Train police dispatch trainees in the use of communications equipment.
- Compile, review and verify input and output data to assure accuracy and efficiency.
- Understand specific terminologies including 10 & 11 Codes, abbreviations, etc.
- Learn and apply Federal Communications Commission (FCC) regulations governing voice, radio and teletype communications.
- Effectively work under conditions of emergency and remain calm and focused to obtain critical information.
- Make quick and appropriate determinations in all situations and adjust quickly to changing situations and priorities.
- Type and input data accurately at an acceptable rate of speed.
- Monitor a multiple channel radio system.
- Establish and maintain accurate records and reports.
- Accurately read and interpret maps.
- Remain courteous and calm while interacting with the public.
- Multi-task and handle simultaneous calls.
- Listen and comprehend radio calls while talking on the phone.
- Work confidentially with discretion.

Education and Experience:

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

- Graduation from high school or equivalent GED.
- One year of experience in providing information and assistance to the public.

Licenses, Certifications and other Requirements:

- Valid CA Class C driver's license.
- California Law Enforcement Telecommunications System (CLETS) certifications.
- P.O.S.T. Basic Dispatch Certificate within twelve (12) months of appointment.
- Typing certificate of 40 words per minute.

WORKING CONDITIONS:

Work Environment:

- Indoor/Police Dispatch environment.
- Evening, weekend or variable work hours.

Physical Demands:

- Wearing headsets while on duty.
- Dexterity of hands and fingers to operate a computer keyboard.
- Seeing to read a variety of materials.
- Sitting for extended periods of time.
- Hearing or speaking to exchange information.
- Bending at the waist, kneeling or crouching to file and retrieve materials.

Hazards:

- Contact with dissatisfied or abusive individuals.

The information contained in this job description is for compliance with the Americans with Disabilities Act (A.D.A.) and is not an exhaustive list of the duties performed.