COMMUNICATIONS DISPATCHER I & II

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION
Under direction of the administrative police sergeant to receive all incoming calls for police and fire assistance and to dispatch required equipment using a computer aided dispatch system and to perform a variety of general support duties related to communications activity.

DISTINGUISHING CHARACTERISTICS
Communications Dispatcher I: Receives supervision form a police sergeant or senior dispatcher as necessary, either of whom may also direct technical and functional supervision to new dispatchers. This is an entry level class in the dispatcher series. It is distinguished from the Dispatcher II in that incumbents in Dispatcher II are trainers in department policies, procedures and systems.

Communications Dispatcher II: This is a journey level class within the dispatcher series. Supervision is received from the police sergeant or senior dispatcher. Employees within this class are distinguished from Dispatcher I by the greater independence with which an incumbent is expected to operate. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operation procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the lower class of Dispatcher I. Appointments to the higher class requires that the employee be performing the full range of duties assigned to the class.

IMPORTANT AND ESSENTIAL DUTIES
Receive emergency calls from the public requesting police, fire, ambulance, or other emergency service. Determine nature, location and priority or emergency; dispatch police, fire ambulance or other emergency units through computer aided mobile data terminals in accordance with established procedures. Answer non-emergency calls for assistance; order tow trucks and public works emergency services. Or contact appropriate agencies.

Process and maintain a variety of departmental reports, records, and files; indexes and keeps accurate statistics. Enter, update and retrieve information form teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information. Coordinate emergency calls and relay information and assistance requests involving the sheriff's department, ambulance, fire equipment, and departments in other areas.

Provide routine information to the public via telephone and in person; coordinate county-wide road blocks with other departments during major crime incidents; contact agencies outside the county regarding suspect information; may testify in court regarding activities leading to legal proceedings. Dispatcher II may assist in training Dispatcher I.

REQUIRED QUALIFICATIONS
Knowledge of:
Communications Dispatcher I: English usage including spelling, grammar, and punctuation; modern office procedures and methods.
Communications Dispatcher II: In addition to the qualifications for Dispatcher I, thorough knowledge of Computer Aided Dispatch; standard radio broadcasting procedures, rules, procedures, and policies pertaining to dispatch of emergency equipment; public safety classification codes and computer commands.

Ability to:

Communications Dispatcher I: Learn to operate and use standard radio and telephone receiving and transmitting equipment; learn department procedures and policies pertaining to the dispatching of city emergency equipment; learn to operate a sophisticated computer aided dispatch system; learn to operate, retain and use geographic features and streets within the area served; learn to effectively elicit information from irate and upset citizens; learn to follow oral and written instructions; learn, retain, and use public safety classification codes and computer commands.

Communications Dispatcher II: To operate a sophisticated computer aided dispatch system with speed and accuracy; operate a computerized dispatch teletype with speed and accuracy; operate other equipment which a typewriter (35-45 wpm), word processor, Dictaphone, fax, and copy machine with speed and accuracy.

Education and experience:

Communications Dispatcher I: Any combination of experience and training that would likely provide the required knowledge, skills and abilities is qualifying. A typical way of obtaining the knowledge and abilities would be experience with some telephone, dispatch and public contact; CAD experience is highly desirable. The equivalent to completion of high school or a GED is required.

Communications Dispatcher II: Sufficient knowledge, skills and abilities to perform the above duties. Typically, this would be two or more years of satisfactory experience as a dispatcher I with the City of Burlingame.

SPECIAL REQUIREMENTS
Think clearly and use good judgment in dispatching; communicate clearly and concisely with good enunciation orally and clearly in writing; exercise good judgment and make sound decisions in emergency situations; stay calm in emergency situations; establish and maintain cooperative working relationships with citizens, peers, police officers, employees in other departments; flexibility of work hours and overtime to work various shifts as assigned; stamina, willingness and endurance for sedentary console operation and dispatching.

Ability to reach all consoles and other equipment including teletype, phone, hear alarms, radios and phones; demonstrate sufficient calm, emotional stability, see console screen and TV monitor; sit for long periods of time, several hours at a time.

OTHER REQUIREMENTS
Reach to a height of up to six feet to retrieve reports and audio tapes.