

DISPATCHER I  
DISPATCHER II

DEFINITION

To answer emergency and non-emergency calls for police, fire and other City services; to prioritize calls and dispatch police, fire, or other emergency units as appropriate; to perform related specialized record keeping; and to perform clerical work as required.

DISTINGUISHING CHARACTERISTICS

Dispatcher I - This is the entry level class in the Dispatcher series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Dispatcher I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Dispatcher II - This is the journey level class in the Dispatcher series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

Dispatcher I

Receives immediate supervision from a Communications Supervisor; may receive technical and/or functional supervision from Communications training officers, as appropriate.

Dispatcher II

Receives general supervision from a Communications Supervisor; may receive technical and/or functional supervision from Communications training officers, as appropriate.

May exercise technical supervision over Dispatcher I level personnel, as assigned.

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

Receive emergency calls from the public requesting police, fire, or other related services; determine nature and location of emergency; determine priority and dispatch emergency units as

## Dispatcher I/II

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necessary and in accordance with established procedures; provide emergency medical pre-arrival instructions; coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

Use a computer aided dispatch (CAD) system to enter calls for service/radio traffic and monitor real-time status of situations; use an automated records management system (RMS) related to public safety activities to enter and retrieve information.

Maintain contact with all units on assignment; maintain status and location of field units and monitor radio frequencies of outside public safety agencies.

Receive incoming telephone and voice radio calls for non-emergency assistance; dispatch animal control, water, sewer, electric utility, and street maintenance staff as needed.

Enter, retrieve, and update information from teletype networks, including the California Law Enforcement Telecommunications System (CLETS) relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

May testify in court proceedings.

Build and maintain positive working relationships with co-workers, other City staff, the general public, promoters, vendors, and others using principles of good customer service.

Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Dispatcher I

##### Knowledge of:

Methods and techniques of proper telephone etiquette.

Customer service principles and practices.

Principles and practices of record keeping and filing.

Correct English usage, spelling, punctuation, and grammar.

Modern office procedures, methods, and computer equipment.

Principles and practices of work safety.

##### Ability to:

Learn to answer and prioritize calls for police/fire services and to dispatch appropriate units in response.

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.

On a continuous basis, sit at desk/console for long periods of time. Intermittently, twist and reach office equipment; write or use keyboard to communicate through written means; verbally give instructions to officers in the field; monitor and hear officer's responses over the radio; answer incoming telephone lines; and lift and carry weight of 10 pounds or less.

Learn standard radio broadcasting procedures and rules associated with operation of an emergency services communication network, including pre-arrival emergency medical instructions per established protocols; learn to monitor multiple frequencies.

Learn to operate dispatch, teletype and other computer programs and equipment related to public safety communications and records.

Learn to analyze a situation and determine an effective course of action; learn to adjust quickly to changing situations and assign reasonable priorities to incoming calls.

Learn to interpret and apply laws, ordinances, and departmental policies and procedures.

Learn to remain calm, speak clearly, listen and determine appropriate course of action during emergency situations.

Perform multiple cognitive and manual tasks simultaneously.

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

Effectively communicate and maintain composure with and elicit information from hysterical, upset, irate, hearing impaired, and/or non-English speaking citizens.

Operate a variety of office equipment such as a copier, fax machine and computer.

Preserve confidentiality of sensitive material routinely encountered as part of work assignment.

Type at a speed of 40 words per minute, net of errors.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

### Experience and Training

#### Experience:

Two years of public contact experience, in person or over the telephone, demonstrating a general aptitude for working with the public in a multi-task environment; experience in radio dispatching in a taxi, trucking, towing and/or similar work setting is desirable.

#### Training:

Equivalent to completion of the twelfth (12<sup>th</sup>) grade GED, or higher level degree.

### License or Certificate

Some positions may need to possess a valid California driver's license as required by the position by date of appointment.

Must obtain California Peace Officers Standards and Training Commission (P.O.S.T.) Public Safety Dispatcher Basic Certificate within one year of appointment.

Must obtain National Academies of Emergency Dispatch (NAEMD) Emergency Medical Dispatch Certificate within one year of appointment.

### Dispatcher II

In addition to the qualifications for the Dispatcher I:

#### Knowledge of:

Operations, services, and activities of a modern public safety telecommunications and dispatch center.

Call taking and dispatch techniques and protocols used in public safety telecommunications and dispatching activities.

#### Ability to:

Independently assess the nature and level of emergency and/or business calls for services and respond appropriately.

Train Dispatcher I level personnel, as assigned.

Experience and Training

Experience:

Two years of experience performing duties similar to that of a Dispatcher I with the City of Roseville.

Training:

Equivalent to completion of the twelfth (12<sup>th</sup>) grade GED, or higher level degree.

License or Certificate

Some positions may need to possess a valid California driver's license as required by the position by date of appointment.

Must obtain a California Peace Officers Standards and Training Commission (P.O.S.T.) Public Safety Dispatcher Basic Certificate within one year of appointment.

Must obtain National Academies of Emergency Dispatch (NAEMD) Emergency Medical Dispatch Certificate within one year of appointment.

07-26-18  
07-06-17  
08-22-16  
04-21-08  
05-07-07  
09-16-06  
9-12-01  
07-06-98     Dispatcher I/II  
08-23-95     Dispatcher Clerk I/II  
02-20-90  
10-01-88  
08-01-86     Dispatcher-Clerk  
03-15-84  
07-01-79  
10-30-73     Police Clerk-Dispatcher  
-69  
-65  
-64     Police Clerk