

CITY OF COVINA

PUBLIC SAFETY DISPATCHER

*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 general supervision, receives and processes routine and emergency calls and alarms; dispatches public safety and public works field units as required; provides pre-arrival instructions; enters, retrieves and uses data from various automated law enforcement information systems; coordinates with other emergency service providers as appropriate; assists in the training of less experienced personnel; learns applicable policies, procedures and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Public Safety Dispatcher** is the entry-level position that allows the incumbent to develop journey level knowledge and abilities. Initially, under immediate supervision incumbents learn and perform a variety of technical law enforcement office support duties related to communications, record keeping and public contact. This classification is distinguished from the next higher classification of Public Safety Communications Supervisor in that the latter performs duties involving a higher level of complexity and difficulty, and is responsible for the overall supervision of all police dispatch activities.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Public Safety Communications Supervisor. Incumbents in this class do not routinely exercise supervision, but may assist in the training of less experienced personnel.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Receives and processes routine and emergency calls and alarms; dispatches public safety and public works field units as required; provides pre-arrival instructions; enters, retrieves and uses data from various automated law enforcement information systems; coordinates with other emergency service providers as appropriate; assists in the training of less experienced personnel.
- Learns and develops an understanding of applicable policies, procedures, and work methods associated with assigned duties
- Receives and enters calls for service in CAD; dispatches and monitors the status of field units; interprets level of service needed through information obtained from field officers or citizens; retrieves information for officers from CLETS, including information on outstanding warrants; coordinates multi-agency responses when necessary; transfers calls to appropriate agencies if warranted.

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- Informs the Watch Commander of calls in progress; maintains records of all pending and dispatched calls for service; receives information and calls for service from other law enforcement agencies; provides information to other agencies by telephone and teletype.
- Monitors station security after hours; monitors the City's alarm system and determines the appropriate response; assists in the care of juveniles; provides matron services when required.
- Responds to questions and concerns from the general public, department staff and other agencies; takes and records telephone and counter reports; provides information as appropriate and resolves service issues and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone, dispatch and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Public Safety Dispatcher**. A typical way of obtaining the required qualifications is to possess two years of work experience involving public contact and record keeping, and a high school diploma or equivalent

License/Certificate:

Possession of, or ability to obtain a valid Class C California driver's license. Must obtain a Dispatch Certificate from P.O.S.T. within one year of appointment.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Modern office administrative practices and procedures; location of major streets, public places and landmarks in the City of Covina; public and agency desk procedures; methods of providing services and information; ability to learn alphanumeric code systems; Federal Communications Commission regulations governing voice radio and telephone communications; proper operation

and care of voice radio and telephone equipment; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office practices, methods and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Perform a variety of complex work with speed and accuracy; remain calm under emergency situations; learn to operate specialized law enforcement automated information, communication and dispatch systems; work flexible hours, including evenings, weekends, overtime and rotating shifts; wear a department uniform; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Effectively operate specialized law enforcement automated information, communication and dispatch systems.