



CITY OF CHINO

Public Safety Dispatcher I

Definition:

Under general supervision, receives emergency and non-emergency calls; dispatches Police and emergency units; maintains contact with personnel in the field; operates a variety of transmitting/receiving equipment; performs a variety of general support duties related to dispatch activities; and does related work as assigned.

Class Characteristics:

This is the entry-level class in the public safety dispatching class series. Public Safety Dispatcher I's learn to perform dispatching related duties and responsibilities. Advancement to the II level requires an incumbent to successfully complete the Dispatching In-Service Training Program. Advancement to the next level is not automatic and requires an evaluation by management of the incumbent's skill and performance levels. This is a civilian position.

Essential Functions:

- Receive requests for Police and emergency services over the phone; answer 911 calls; screen incoming calls to determine necessity, priority, and type of response required; monitor other radio frequencies to be aware of incidents elsewhere that may affect operations.
- Dispatch, as necessary, Police and other emergency units in response to calls for service or requests from Officers in the field; use appropriate terminology and cite Code sections by number; call public and private agencies, such as allied law enforcement, hospitals, towing services and utilities, and request mutual assistance when necessary.
- Keep track of Police unit locations and status; maintain constant radio communication with personnel in the field; run warrant checks on subjects, registration checks on vehicles, and property checks; relay information and instructions to personnel in the field.
- Maintain accurate log of incoming service requests and actions taken; prepare other reports and records as directed; maintain files necessary for dispatch as assigned; enter, update, and retrieve information from the computer and teletype networks.
- Operate a variety of public safety telecommunications equipment; test and inspect equipment as needed.
- Provide temporary and vacation relief for other staff as necessary.
- Work mandatory overtime as assigned.
- Provide general information to the public; as necessary, refer callers to appropriate agencies; calm callers; maintain professionalism in radio transmissions during hectic, tense, and dangerous situations.

- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. Incumbents will possess the most desirable combination of training, skills, and experience, as demonstrated in their past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).

Experience:

- One year of work experience which required considerable public contact.

Some knowledge of:

- Dispatching activities.
- Record keeping principles and practices.
- Modern office procedures, methods, and practices.

Skill in:

- Operation of a variety of office equipment, including typing at a *minimum* rate of 40 net words per minute.

Ability to:

- Learn to assess and prioritize emergency situations.
- Learn City dispatching codes, policies, and procedures.
- Remain calm and learn to make rapid decisions exhibiting sound judgment in emergency situations.
- Learn to operate complex radio and telephone systems.
- Read and interpret street maps.
- Deal tactfully and courteously with the public, City staff, and co-workers.
- Understand and follow verbal and written directions.
- Use correct English grammar, punctuation, and spelling.
- Communicate clearly and concisely, both orally and in writing.
- Work safely and efficiently.
- Establish and maintain cooperative working relationships.
- Work various shifts.

- Work mandatory overtime as assigned.
- Learn to operate a computer terminal and other office equipment quickly, accurately and, at times, concurrently.
- Learn to dispatch Police and other emergency units quickly and effectively.
- Speak precisely.
- Work under pressure and exercise good judgment.
- Learn to effectively communicate and elicit information from upset and irate callers.
- Use good judgment in handling sensitive and/or confidential matters with discretion and maintain the privacy of such information.

Special Requirements:

- Possess certificate verifying successful completion of a P.O.S.T. Basic Dispatch Academy (preferred).
- Work rotating shifts, weekdays, weekends, evenings, and holidays (hours/days will be adjusted as needed).
- Report immediately to work for emergency coverage as needed.
- Ability to type at a *minimum* rate of 40 net words per minute, with no more than 10 errors.
- Successfully pass a practical test (may be required).
- Receive satisfactory results from a background investigation, a polygraph test, psychological evaluation, physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I – Light Physical Effort: Positions in this category require normal physical abilities associated with the ability to read, write, and communicate in a work environment requiring no extraordinary physical strength or special physical qualifications.

Characteristics

Work assignments for this category are normally located in a work environment which has no unusual physical requirements or environmental conditions, unless separately identified. Positions in this category require only light physical effort while performing such functions as typing, writing, filing, computing, operating light office equipment, interviewing, counseling, researching, planning, analyzing, and supervising. Positions allocated to this category are distinguished by a lack of duties involving strenuous activities. These positions seldom lift more than 20 pounds.

Position Requirements:

- Reaching: Reaching above the shoulders to place and/or retrieve objects.

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- **Sitting:** Ability to sit with little movement for long periods of time (usually a minimum of two or more hours per day)
- **Color Vision:** Ability to identify and distinguish colors.

Employee Unit:

Depending upon assignment, Chino Police Professional Employees Association (CPPEA) or Part-time/Temporary/Seasonal.

Revised: 03/22/18

Replacing Public Safety Dispatcher I classification specification dated 9/11/2015.