



CITY OF CHINO

Public Safety Dispatcher II

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:

Public Safety Dispatcher II's are required to be able to dispatch emergency and non-emergency calls to either Police or emergency services personnel out in the field. Promotion to this level is not automatic and requires an evaluation by management of an 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.
- Train, supervise and advise Public Safety Dispatch personnel when providing temporary relief for Public Safety Dispatch Supervisor as assigned (applies to full-time staff only).
- Provide temporary and vacation relief for other staff as necessary.
- Work mandatory overtime as assigned (applies to full-time staff only).
- 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 current full-time experience operating a public safety Computer Aided Dispatch (CAD) system; or have been employed as a full-time, non-probationary Public Safety Dispatcher with eligibility for re-hire within one year of the application.
- Experience with SunGard/OSSI CAD system (desirable).

Considerable knowledge of:

- Related office methods and procedures, record keeping system, forms, correspondence, reports, and other materials common to operation of a Police department.
- Police and/or emergency service dispatching procedures and the laws and regulations governing the use of dispatching equipment in a law enforcement agency.
- Agencies involved with Police activities.
- Penal Code, Vehicle Code, and the local municipal code.
- 911 System and Deaf Translation System.
- Computerized systems used in municipal law enforcement agencies.

Skill in:

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

Ability to:

- Understand and follow verbal and written instructions.
- Follow standard broadcasting procedures and rules.
- Use a wide variety of codes and computer commands.
- Read and interpret street maps.
- Work safely and efficiently.

- Deal tactfully and courteously with internal and external customers.
- Use correct English grammar, punctuation, and spelling.
- Establish and maintain cooperative working relationships.
- Communicate clearly and concisely, both orally and in writing.
- Work various shifts.
- Work mandatory overtime as assigned (applies to full-time staff only).
- Operate a computer terminal and other office equipment quickly, accurately and, at times, concurrently.
- Respond to emergency and problem situations in an effective manner.
- Understand, explain, and apply policies and procedures.
- Dispatch Police and other emergency units quickly and effectively.
- Speak precisely.
- Work under pressure and exercise good judgment.
- Effectively communicate and elicit information from upset and irate callers.
- Work with a minimum of supervision.
- Learn and apply supervisory skills, such as analyzing and solving work-related problems, assigning work, and training and supervising personnel (applies to full-time staff only).
- Use good judgment in handling sensitive and/or confidential matters with discretion and maintain the privacy of such information.

Special Requirements:

- Possession of certificate verifying successful completion of a P.O.S.T. Basic Dispatch Academy is highly desirable (**required for part-time/on-call staff**).
- Work rotating shifts, weekdays, weekends, evenings, and holidays; hours/days will be adjusted as needed (applies to full-time staff only).
- Report immediately to work for emergency coverage and to other than Police facility.
- 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.

Physical Requirements

- Reaching: Reaching above the shoulders to place and/or retrieve objects.
- 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 Employee Association (CPPEA) or Part-time/Temporary/Seasonal.

Revised 01/08/2020

Replacing Public Safety Dispatcher II classification specification dated 3/22/2018.