



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 Police Services Manager to receive incoming calls for police and fire assistance for a number of local jurisdictions and dispatch necessary units using a computer aided dispatch system, processing and prioritizing incoming calls for emergency assistance.

DISTINGUISHING CHARACTERISTICS

Communications Dispatcher I: Receives supervision from the Police Services Manager or senior or lead 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 Services Manager or senior or lead 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 class of Dispatcher I. Appointments to the class of Dispatcher II requires that the employee be performing the full range of duties assigned to the class.

IMPORTANT AND ESSENTIAL DUTIES

Receive 911 and 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 data terminals in accordance with established procedures. Answer non-emergency calls for assistance and public works emergency services. Or contact appropriate public safety agencies who provide emergency services within the County of San Mateo.

Process and maintain a variety of departmental reports, records, and files; and keeps accurate statistics. Comprehend, interpret, relay and document information via telephone, computer software/data terminals or other related technology. Enter, update and retrieve information from 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 (CAD) 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 citizens; learn to follow oral and written instructions; learn, retain, and use public safety classification codes and computer commands.

Communications Dispatcher II: Determine the nature, location, and priority of an emergency; coordinate the response of police, fire, ambulance or other emergency units through CAD data terminals in accordance with established procedures. Assist in training new employees. Type at a speed necessary for adequate job performance. Operate a sophisticated computer aided dispatch system with speed and accuracy; operate a computer aided dispatch data terminal with speed and accuracy; operate other equipment, computers, 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 to qualify is a minimum one year experience receiving and processing calls while involved in performing multiple tasks simultaneously; 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 one or more years of satisfactory experience as a Communications Dispatcher I with the City of Burlingame.

SPECIAL REQUIREMENTS

Work under pressure, exercising good judgment and common sense while making sound decisions in emergency situations; communicate clearly and concisely both orally and in writing; 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 computers, monitors, keyboards, phones, 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.

COMMUNICATIONS DISPATCHER I – T900
COMMUNICATIONS DISPATCHER II – T901
TEAMSTERS LOCAL 856
NON-EXEMPT
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