



DISPATCHER

DEFINITION

To receive all incoming calls for police and fire assistance for a number of local jurisdictions and dispatch necessary units using a computer aided dispatch system; to perform a variety of general support duties related to communications activities; and to do related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate supervision from a Dispatch Services Supervisor and Police Technical Services Administrator.

May exercise technical or functional supervision to new employees.

EXAMPLES OF DUTIES - Depending upon assignment, duties may include, but are not limited to, the following:

Process emergency calls from the public requesting police, fire, ambulance or other emergency service within a number of local jurisdictions on computer aided dispatch terminal.

Determine nature, location, and priority of emergency; coordinate response of police, fire, ambulance or other emergency units through computer aided mobile data terminals in accordance with established procedures.

Maintain contact with all units on assignment; maintain status and location of police field units and fire units using computer status display.

Answer non-emergency calls; relay information and assistance requests involving other law enforcement and firefighting agencies.

Assist in training new employees in dispatch, including complaint desk and teletype operation.

Operate teletype machine to retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Contact relatives of victims of traffic collisions or crimes for identification of subjects.

Contact district attorney's office, probation officers, state parole officers, police agencies and fire agencies regarding various emergency and non-emergency incidents.

Coordinate countywide roadblocks with the law enforcement agencies during major crime

incidents; contact agencies outside the county regarding suspect information.

Perform a variety of record keeping, filing, indexing, and other general clerical work. Test and inspect equipment as required.

Compile statistics on calls received.

Learn and master emerging software technologies.

May testify in court regarding activities leading to legal proceedings.

May act as shift supervisor in the absence of the Senior Dispatcher.

QUALIFICATIONS

Knowledge of:

English usage, spelling, grammar and punctuation.

Standard radio or telephone communications receiving and transmitting equipment. Modern office procedures, methods and computer equipment.

Uses and capabilities of the City's computer aided dispatch system. Standard radio broadcasting procedures and rules.

Procedures and policies pertaining to the dispatching of emergency equipment. Public safety classification codes and computer commands.

Ability to:

Communicate clearly and concisely, both orally and in writing. Learn standard broadcasting procedures and rules.

Learn to operate a sophisticated computer aided dispatch system quickly and accurately. Learn the uses and capabilities of the City's computer aided dispatch system.

Work under pressure, exercise good judgment, and make sound decisions in emergency situations with a minimum amount of supervision.

Learn geographic features and streets within the area served and other user agencies.

Learn department procedures and policies pertaining to the dispatching of City emergency equipment and those of other user agencies.

Effectively elicit information from callers.

Establish and maintain cooperative working relationships with those contacted in the course of

work.

Type at a speed necessary for adequate job performance. Understand and follow oral and written instructions.

Learn to operate a computerized dispatch teletype and other office equipment.

Learn public safety classification codes and computer commands. Spell accurately.

Work various shifts as assigned.

Operate a sophisticated computer aided dispatch system quickly and accurately.
Assist in training new employees.

Operate a computerized dispatch teletype and other office equipment quickly, accurately and, at times, concurrently.

Experience and Education Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Some telephone or dispatch experience is highly desirable.

Education:

Equivalent to completion of the twelfth grade.

License or Certificate

Verification of successful completion of the P.O.S.T. Entry-Level Dispatcher Selection Test Battery Examination with a minimum passing "T-score" of 48 or higher or verification of successful completion of a CitiCall Examination with a preferred passing score of 50 or higher.

Possession of, or ability to attain, a P.O.S.T. Dispatcher Certificate. This can be accomplished during the course of employment.

ADA Special Requirement:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment with some ability to sit for long periods of time, twist, and reach.

City of San Mateo

Dispatcher

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ADOPTED CC:	07-15-24
REVISED CC:	
FORMER TITLES:	DISPATCHER I-II
BARGAINING UNIT:	POA-NS
FLSA:	NON-EXEMPT
PERFORMANCE APPRAISAL:	DISPATCHER
DOT:	NO
PRE APPT MEDICAL:	YES
SAFETY SENSITIVE:	YES
FORM 700:	NO
JOB CODES:	4558
ABOLISHED:	