



City of Newark, California

Class Code: 339
WP Code: DISPATCH
Established: 2-1-2019
Revised: _____
EEO Code: AS

CLASS SPECIFICATION

LEAD PUBLIC SAFETY DISPATCHER

POSITION DESCRIPTION

Nature of Work: Under the direction of the Police Communications Supervisor or assigned supervisor, serve as the Lead Dispatcher and provide continuous dispatch services to the Citizens of Newark. Under general supervision of the Communications Supervisor, the Lead Dispatcher provides training, guidance and mentorship to less experienced dispatch staff in the absence of, or at the direction of, the Communications Supervisor. The Lead Dispatcher provides written documentation on the progress of assigned trainee(s), performs all dispatch related duties, assists with scheduling, and other duties as assigned by the Communications Supervisor. General supervision is provided by the Communications Supervisor, Watch Commander, or Shift Sergeant.

Class Characteristics: The Police Communications Lead Dispatcher classification is distinguished from the Police Communications Dispatcher classification by the required level of experience, Peace Officer Standards and Training (POST) certifications, and Department of Justice "Train the Trainer" certification.

Essential Duties:

1. Monitor dispatch activity to give guidance in correct procedures for officer safety. Work regular dispatch shift as assigned. Address concerns directly related to the safe and efficient operation of the Communication Center. This includes, but is not limited to equipment needs, personnel issues, training, and other recommendations that will improve the performance of the Communication Center.
2. Schedule dispatcher assignments to maintain coverage 24 hours a day, 365 days a year. Train Dispatchers in the operation of all dispatch equipment. This is a continuous process to keep abreast of any legal changes and equipment updates.
3. Exercise initiative and independent judgment in assessing emergency or routine situations and needs of the Watch Commander and Shift Sergeant.
4. Handle emergency problems in the absence of the Communications Supervisor during off-duty hours in the area of scheduling, operational, and other miscellaneous functions as required to maintain 24-hour operation of the Communication Center.
5. Review dispatch activity and report any vital information to the Communications Supervisor, Watch Commander, or Shift Sergeant.
6. Participate in the development, implementation, and maintenance of a Dispatch Policy & Procedures Manual and Training Manual.

7. Serve as back up to the Communications Supervisor as the ATC (Automated Terminal Coordinator) as required by the Department of Justice (DOJ) for California Law Enforcement Telecommunications System (CLETS).
8. Prepare recordings of radio and telephone communications for use as court evidence and training.
9. Maintain all files, records, and manuals necessary for proper police dispatch operation.
10. Answer inquires and public complaints regarding dispatch staff at the direction of the Communications Supervisor, Watch Commander, or Shift Sergeant. If the complaint cannot be handled by the Lead Dispatcher, it will immediately be forwarded to the Shift Sergeant.
11. Oversee, mentor, and implement the Communication Training Program.
12. Serve as a point of contact between the Communications Supervisor, Shift Sergeant, and other personnel to resolve issues.
13. Participate in the evaluation process of the dispatch staff.
14. Be available for callouts for both emergency and non-emergency situations such as a sick call, a critical incident, or a special event.
15. Must be a team player, willing to help every member of the unit with any assigned tasks. This includes data entry, or other records functions, as needed.

Knowledge of:

- Automated police telecommunications systems such as Computer-Aided Dispatch (CAD) and California Law Enforcement Telecommunications System (CLETS)
- English usage, grammar, spelling, punctuation, and vocabulary
- Modern office practices, procedures, and equipment, including computer hardware and software
- Operation and use of computers and software applications necessary for area of specialty
- Oral and written communication skills
- Penal, vehicle, municipal, and health and safety codes
- Police radio codes
- Principles and procedures of police radio dispatching and equipment
- Record-keeping techniques
- Newark city streets and thoroughfares
- Technical aspects of field of specialty

Ability or Skill to:

- Carry out verbal and written instruction
- Enter data related to police into computer applications and systems
- Exercise good judgment when performing under stress
- Maintain clear and accurate records
- Operate computers, required software applications, and police telecommunication equipment and systems
- Perform clerical duties of average difficulty

- Prioritize emergency situations accurately
- Reason and respond quickly to emergency situations in a calm and efficient manner
- Speak clearly and concisely and act independently and effectively in emergency situations
- Type at 35 words per minute
- Understand the proper operation and care of voice radio equipment and Federal Communications Commission regulations governing the use of the voice radio equipment
- Work independently with little direction
- Work tactfully with the staff and the public
- Ability to mentor and train additional employees

Education and Experience: Any combination of training and experience equivalent to, graduation from high school and five years of recent full-time paid civilian or military experience in radio dispatch, law enforcement, or related experience.

Special Requirements:

- Applicant must possess both the California Peace Officer Standards and Training (POST) Basic Dispatcher Certification and the Intermediate POST Dispatcher Certification.
- Have a minimum of five years Police Dispatcher experience.
- Successfully complete the Department of Justice (DOJ) course, “Train for Trainer,” within 6 months of appointment, as required by CLETS.

Environment: Police Communications Dispatch Center operates 7 days a week, 24 hours a day. Lead Dispatchers may require some overtime, work alternative work weeks, be required to work a variety of shifts, be required to work weekends, holidays, and non-business hours, as identified by the Communications Supervisor. Lead Dispatchers will be required to remain on duty until properly relieved.

Probationary Period: 18 months

FLSA: Non-Exempt

