



City of Newark, California

Class Code: 311
WP Code: DISPATCH
Established: 11-18-93
Revised: 09-12-2019
EEO Code: AS

CLASS SPECIFICATION

PUBLIC SAFETY DISPATCHER

POSITION DESCRIPTION

Nature of Work: Under general supervision, receives emergency and non-emergency calls for service and dispatches police and fire units or other public safety personnel; performs data entry and other clerical duties; performs related work as assigned.

Class Characteristics: Public Safety Dispatcher is a specialized police civilian class, providing technical communications support for police and fire activities. In addition to dispatching services in both emergency and routine situations, incumbents perform varied record keeping and similar work in support of police activities. This class is distinguished from the Public Safety Clerk series in that the primary responsibilities of Public Safety Dispatchers relate to the operation of a computerized communication center.

Essential Duties: Receives and screens emergency and non-emergency telephone and radio calls; receives information, questions and requests for service from the public by telephone and over the public counter; questions callers who may be hysterical, injured, or angry to obtain information necessary to dispatch proper response; records, classifies, and maintains records of all communications; determines priority of calls for service and dispatches appropriate units for response; answers questions and requests for information and makes referrals; operates computer terminal to access a variety of police information; provides radio assistance and information to Police Officers and/or Fire personnel; coordinates emergency response with other law enforcement or fire fighting agencies and emergency services; maintains service records; logs computerized information; gains access to various computer systems to obtain law enforcement records; sends, receives, and routes a variety of law enforcement reports, warrants and other materials; notifies outside law enforcement agencies of crime and emergency incidents within their jurisdiction; monitors alarm and closed circuit television system; maintains indices of information; acts as receptionist for people who come to City Administration Building for assistance during non-business hours; types and records activity and status reports; performs minor routine upkeep and maintenance of communications equipment; trains officers, dispatchers, police aides, and police cadets on proper radio procedures and available computer functions; perform a variety of other duties in support of the Public Safety Department information and communications functions.

PUBLIC SAFETY DISPATCHER

QUALIFICATIONS

Knowledge of:

Basic law enforcement terminology, rules and procedures.
Modern office methods and procedures, equipment and filing systems

Ability or Skill to:

Communicate effectively with callers who may be injured, hysterical or angry.
Quickly and accurately read and analyze computer responses from a variety of systems to gather necessary information.
Rapidly learn policies and procedures related to the work.
Learn the principles and techniques of radio communication and record keeping.
Learn the formats used in handling information for a variety of law enforcement communication networks.
Learn criteria to determine an emergency or non-emergency.
Learn to operate a computer-aided dispatch (CAD) system.
Coordinate the work and track the status and location of law enforcement and fire personnel in the field at all times.
Act with resourcefulness, courtesy and initiative.
Work accurately under pressure, exercise good judgment, and make sound decisions in emergency situations.
Take facts and apply established procedures to the solution of problem situations.
Learn pertinent codes, public record acts, and penal code sections.
Courteously receive requests and complaints, answer questions, and make referrals.
Learn the geography of the City of Newark.
Maintain neat and accurate records;
Communicate clearly and effectively with people from a variety of socio-economic backgrounds.
Understand and carry out verbal and written instructions.
Establish and maintain cooperative working relationships.
Operate a variety of communications and office equipment.
Type a minimum of 35 wpm.
Perform multiple tasks at same time.

Education and Experience: Any combination of education and experience which demonstrates possession of and competency in required knowledge and abilities, such as: graduation from an accredited high school or GED and two years clerical, administrative, or dispatching experience. Experience in emergency dispatching, law enforcement or emergency-related services is highly desirable.

Special Requirements: Willingness and ability to work rotating shifts, including weekends and holidays, and irregular duty assignments; interest in law enforcement work; satisfactory record as a law-abiding citizen; poise; alertness; keenness of observation; firmness, tact; reliability; good judgment; and a state of physical and mental health consistent with the ability to perform assigned duties.

Probationary Period: 18 months

FLSA: Non-Exempt