

CLASSIFICATION SPECIFICATION

CITY OF MARYSVILLE, CA

Date: August 2020

CLASS TITLE: Public Safety Dispatcher

JOB CODE:

WORKING TITLE: Dispatcher

FLSA STATUS: Non Exempt

REPORTS TO: Assigned Supervisors

HIRING STATUS: Career

JOB SUMMARY

Under direction, and in accordance with established procedures, to operate an emergency services dispatch console and perform a variety of clerical and records maintenance work in the Support of a municipal law enforcement department; and to do related work as assigned. A Public Safety Dispatcher must work productively even in the absence of supervision. Accuracy and attention to detail is essential, as work is normally reviewed only for over-all results. Incumbents have significant contact with the public and outside agencies, which requires strong personal interaction skills.

General direction is provided by the department head or designee.

DISTINGUISHING CHARACTERISTICS

Monitor and respond effectively to phone calls and/or radio traffic in emergency and non-emergency situations. The Public Safety Dispatcher must develop and maintain positive public relations with an emphasis on customer service, have the ability and willingness to work cooperatively in a team environment with other City employees in the course of daily work, and be responsible for carrying out the mission of the City and Department and adherence to the City's and Department's organizational values.

EXAMPLES OF WORK

Examples of Work are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. Employees are responsible for all other duties as assigned.

Provides continuous support in carrying out the mission of the department, as amended from time to time, including:

- Receive telephone and radio calls requesting police and other emergency services.
- Dispatch routine and emergency police, fire and other emergency services such as ambulances, and tow trucks.
- Monitor other public agencies by radio.
- Maintain a log of radio transmissions and equipment operations.
- Receive reports and complaints from the public over the phone and at the desk, and refer to appropriate supervisors
- Prepare, check, type and file reports of operational activities and other records.
- Through training, maintain skill level for emergency dispatch work.
- Enter, inquire and retrieve information from the records management system, CLETS, NLETS, NCIC and other related databases.
- Coordination of various duties and reports for the Department and general public.
- Appear for administrative hearings or court trials.
- Perform other duties as assigned.

QUALIFICATION REQUIREMENTS

To be successful in this position, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYMENT STANDARDS (position requirements at entry)

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the job is qualifying. These employment standards would typically be achieved by possession of a high school diploma, or equivalent, and one year of experience involving frequent public contact requiring the application of rules and procedures in a compliance or law enforcement environment. Possession of a typing certificate of 30 words per minute or higher within one year. Possession of a valid California Driver License at the time of appointment.

KNOWLEDGE, SKILLS, AND ABILITIES (position requirements at entry)

Knowledge of:

- Correct English usage, spelling, grammar and punctuation;
- Modern office methods, procedures, and computer equipment and business software;
- Computer application including word processing and database or spreadsheet applications

Ability to:

- Listen effectively;
- Communicate clearly, logically, concisely, and persuasively, both in writing and orally;
- Complete assigned tasks relying on broad descriptions of objectives and detailed written policies, rather than on extensive, separate instructions requiring frequent supervision;
- Prioritize workload effectively to meet deadlines under changing conditions;
- Maintain confidential data and information;
- Exercise sound judgment relative to confidential matters encountered in the course of business;
- Establish and maintain effective, cooperative working relationships with individuals and groups encountered;
- Use computers and peripherals effectively in the accomplishment of assignments;
- Meet the physical, psychological and background requirements necessary to safely and effectively perform assigned duties and responsibilities.
- Learn to operate radio, telephone, and teletype equipment.

Language Skills:

- Well-developed listening, writing, and verbal communication skills, including the proper use of legal, financial, and subject matter concepts and terminology, conveyed with the intended audience in mind.

Reasoning Skills:

- Well-developed ability to define operational and technical subject matter problems succinctly, to draw reasonable conclusions therefrom, to conceptualize solutions effectively, and to effectively relate those matters to others. The issues involved will regularly require incumbents to interpret a variety of technical instructions, possibly given in mathematical, diagrammatic or statutory forms.

PHYSICAL DEMANDS

The physical demands described here are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the ability to sit for potentially long periods of time throughout the workday. Manual dexterity and vision sufficient to operate computer systems for potentially long periods of time without experiencing abnormal hands, wrist, or eye strain.

Hearing and speech to communicate in person, by radio and by telephone.

Requires ability to lift objects over 20lbs. with assistance.

Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working conditions in the office area are in a clean working space, well lit, and free from extreme temperatures and humidity.

Working conditions in the field are subject to variations in temperature, and may include wind, rain, and other elements.

Confidentiality is expected.