

CITY OF BREA

**PUBLIC SAFETY DISPATCHER I
PUBLIC SAFETY DISPATCHER II**

DEFINITION

To receive incoming calls for police or fire assistance and dispatch necessary units; perform a variety of general support duties related to communication activities, including record keeping, typing, and filing; monitor alarm systems and teletype communications; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Public Safety Dispatcher I: This is the entry level classification in the Public Safety Dispatcher series. Incumbents of this classification are trained in department policies, procedures and systems by higher level communications staff. Generally, work is observed and reviewed both during performance and upon completion. Under this training concept, when a position assigned to the classification of Public Safety Dispatcher II becomes vacant, it will normally be filled at the I level.

Public Safety Dispatcher II: Positions in this classification are flexibly staffed and are normally filled by advancement from the lower classification of Public Safety Dispatcher I. Appointment to the higher classification requires that the employee be performing the full range of duties assigned to the classification; successfully complete the Public Safety Dispatcher Certification training course approved by the California Commission on Peace Officers Standards and Training; and be certified as an Emergency Medical Dispatcher (EMD). Work in this classification is distinguished from that of the Public Safety Dispatcher I classification by the greater independence with which an incumbent is expected to perform and by the skilled operation of all communications equipment.

SUPERVISION RECEIVED AND EXERCISED

Public Safety Dispatcher I

Immediate supervision is provided by the Communications Supervisor. Technical or functional supervision is provided by higher level dispatchers.

No supervision is exercised.

Public Safety Dispatcher II

General supervision is provided by the Communications Supervisor.

Positions in this classification may provide technical supervision to Public Safety Dispatcher I positions.

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EXAMPLES OF ESSENTIAL JOB FUNCTIONS - Essential job functions include, but are not limited to, the following: *(These functions may not be present in all positions in this*

classification. When a position is to be filled, the essential job functions will be noted in the announcement of position availability. Management reserves the right to add, modify, change or rescind work assignments as needed).

Receives emergency calls from the public for police, fire, or other emergency services, evaluates information to determine location of the emergency and the appropriate personnel and equipment needed to respond.

Dispatches emergency units on the computer aided dispatch system (CAD) as necessary per established procedures.

Maintains contact with all units on assignment to determine status and location.

Communicates with callers to determine continuing disposition of calls, provide assistance and explain response procedures.

Receives 9-1-1 emergency calls and major emergency and public disaster calls and provides emergency medical pre-arrival instructions to callers, on fire incidents.

Contacts County and emergency management network agencies to provide information and coordinate call responses.

Operates a variety of telecommunications and computer equipment.

Answers non-emergency calls for assistance, screens calls and routes calls to appropriate person or office.

Monitors jail alarms and operates controls to jail doors and sally port, tests and inspects equipment as required;

Enters, updates and retrieves police related data from computer and teletype networks and inputs a daily log of all calls field units were dispatched to or initiated.

QUALIFICATIONS

Public Safety Dispatcher I

Knowledge of:

Standard radio or telephone communications receiving and transmitting equipment.

Ability to:

Exercise judgment in determining priority of calls and unit assignments in order to

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dispatch police and fire units quickly and effectively.

Effectively communicate with and elicit information from upset and/or irate citizens.

Accurately and simultaneously monitor the status of multiple calls and units.

Type 40 net words per minute.

Simultaneously operate a variety of telecommunications and computer equipment such as the computer aided dispatch (CAD) system, personal computers, telephones, radio transmitters, teletype equipment, logging recorder, and facsimile machines.

Spell correctly.

Within the first year of employment, successfully pass the POST Public Safety Dispatcher's Basic Course or the POST Basic Dispatcher Training Equivalency Examination, and obtain Emergency Medical Dispatch Certification.

Work various shifts as assigned.

Experience and Education:

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities, and enable the individual to successfully perform the essential functions of the position. A typical combination is:

Experience

One year of heavy telephone, public contact or dispatch experience.

Education

Completion of the twelfth grade or the equivalent.

Public Safety Dispatcher II

In addition to the qualifications of Public Safety Dispatcher I:

Knowledge of:

The geography and location of streets, landmarks and public and private facilities for the Cities of Brea and Yorba Linda.

Standard radio broadcasting procedures and rules.

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Department procedures and policies, and those of the other user agencies.

Public safety classification codes.

Ability to:

Operate all communications equipment quickly and accurately.

Operate other office equipment quickly and accurately.

Experience and Education:

To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge and abilities, and enable the individual to successfully perform the essential functions of the position. A typical way to obtain the knowledge and abilities would be one year of experience equivalent to that of a Public Safety Dispatcher I in the City of Brea and demonstrate the ability to dispatch independently under general supervision.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS include, but are not limited to the following:

Ability to:

Frequently sit, stand, reach, lean, twist, turn, grasp, feel, lift, push, pull, bend, kneel and sit for prolonged periods of time.

Manipulate feet to operate radio microphone.

Input information into computer for prolonged periods of time.

Hear and speak to the general public, public safety personnel, and City staff on the telephone, radio communications equipment and in person.

Hear and detect radio traffic, ringing telephones and alarm tones while speaking on radio communications equipment or on the telephone.

Read computer display monitors and distinguish colors on computer display monitors.

Read and understand technical manuals related to communications equipment, as well as reports, contracts, correspondence, memorandum and other written materials.

Exposure to:

Background noise, static and noise from radio communications equipment,

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telecommunications equipment and other office equipment; and vibration and pitch of computers.

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