

**CITY OF SANTA CLARA, CALIFORNIA  
CLASS SPECIFICATION**

**TITLE: SENIOR PUBLIC SAFETY DISPATCHER (JOB CODE 725)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Police	Communications Operations Manager	Non-Exempt

**CLASS SUMMARY**

Under general direction, supervises the work of employees responsible for providing the full scope of dispatching operations on an assigned shift. Duties include but are not limited to, providing input on division policies and procedures, resolve most complex dispatching calls, and supervising Public Safety Dispatcher I/II's. Incumbents perform the full range of dispatch duties. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is the first line supervisory classification in the work group assigned to supervise an assigned shift of Public Safety Dispatcher I/II's. Incumbents of this classification are distinguished from those of Public Safety Dispatcher I and Public Safety Dispatcher II even though they perform the same or similar tasks, by the performance of overall shift supervisory responsibilities. Incumbents regularly work on tasks that are varied, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned shift. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

**MINIMUM QUALIFICATIONS**

***EDUCATION AND EXPERIENCE***

Graduation from high school or possession of a GED and five (5) years' experience in public safety dispatching, three (3) years of which must be with the Santa Clara Police Department Communications (Dispatch) Division.

***ACCEPTABLE SUBSTITUTION***

None

***LICENSES/CERTIFICATIONS***

Possession of a P.O.S.T. Basic Dispatch certificate and a Medical Priorities Dispatching System (MPDS) certificate is required.

***DESIRABLE QUALIFICATIONS***

Supervisory experience and/or classroom education involving fire science, law enforcement, or general supervision is highly desirable.

***OTHER REQUIREMENTS***

- Must be able to perform all the essential functions of the job assignment. All candidates

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will be required to pass a City background investigation, which will include fingerprinting.

- Incumbents must have the ability to work, as assigned, on schedules that may include Saturdays, Sundays, holidays, and non-traditional work hours; and a willingness to work overtime as required.

### **TYPICAL DUTIES**

This description may not include all the duties listed below, nor do the examples cover all duties that may be performed.

Under general direction, the incumbent:

- Supervises an entire shift of Public Safety Dispatcher I/II's, including but not limited to evaluating all personnel assigned to their shift, prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations;
- Operates base radio console equipment, transmitting and receiving routine and emergency messages;
- Receives emergency and routine requests for services from the public via 9-1-1, alternate emergency lines, and business lines;
- Dispatches appropriate emergency vehicles, equipment, and personnel in response to those requests, in accordance with established policies and procedures;
- Coordinates emergency operations between various departmental personnel and equipment;
- Assists in providing input for updating or modifying policies or procedures concerning the operations of the Dispatch Unit;
- Interacts with other City employed shift supervisors to identify and resolve complications that may arise during their respective shifts;
- Ensures timely preparation and completion of reports or documents for the Communications Operations Manager;
- Operates data terminals for information pertaining to daily public safety operations and general emergency services;
- Maintains written logs, files, and computer information in the prescribed manner;
- Updates computer files and performs other clerical functions and tasks as directed; and
- Performs other related duties as assigned.

### **KNOWLEDGE, SKILLS, & ABILITIES**

Knowledge of:

- The techniques, procedures, and methods used in the daily operation of the Santa Clara Police Department Communications Center;
- Operation of computer-aided dispatch (CAD) system, video display terminals, associated radio, and telephone systems;
- Standard public safety radio procedures, emergency telephone answering techniques, policies and procedures; police and fire emergency procedures;
- Primary roads, streets, highways, areas, major buildings, and public facilities within the City's boundaries;

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- The use of various departmental forms.

Skill in:

- Reading and interpreting maps;
- Maintaining accurate records.

Ability to:

- Read, write, spell, and speak in clear, concise English;
- Learn approved telephone answering techniques, policies and procedures;
- Operate CAD system with sufficient speed and accuracy to document field activity and create calls for service within response criteria guidelines;
- Analyze situations quickly and accurately, while taking effective action to assure public safety provider and citizen safety;
- Follow verbal and written instructions;
- Communicate clearly and distinctly using radio and telephone equipment;
- Maintain composure and work accurately in emergency situations;
- Deal tactfully with the public and others;
- Work in a confined area, wearing a headset which restricts physical movement about the work area;
- Accurately enter data into the CAD system while simultaneously receiving information by phone or radio;
- Retrieve data from CAD terminal or other keyboard device;
- Maintain appropriate documentation of previous events, details, and conversations;
- Work in a highly structured environment where all communications are recorded or documented and reviewed as public record;
- Extract information or data from other computer systems;
- View multiple video display terminals for extended periods of time in variable light conditions;
- Distinguish and interpret the meaning of colors on video display terminals;
- Distinguish and comprehend simultaneous communications from several sources;
- Work continuously or uninterrupted as required, standing or sitting for extended periods of time;
- Perform with a high standard of customer service, professional conduct, and civic responsibility;
- Provide individual, or group, reviews of employee performance in order to identify concepts or training approaches in an effort to eliminate confusion, repetition, or poor performance;
- Use emergency medical questioning techniques and provide medical instructions via telephone when required;
- Type at a net rate of 30 wpm on a computer keyboard.

## **SUPERVISION RECEIVED**

Works under the direction of the Communications Operations Manager.

## **SUPERVISION EXERCISED**

Has complete supervisory responsibility for shift activities and Public Safety Dispatchers, as

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assigned.

**CLASSIFICATION HISTORY**

Established 02/2009; Rev. 05/2015; Rev. 04/2025; Rev. 01/2026