

CITY OF SANTA CLARA, CALIFORNIA
PER DIEM DISPATCHER
(618)
(As Needed)

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED and
- One (1) year of paid employment experience requiring independent decision-making and a high level of public contact, preferably a public safety related position.
- Possession of a current P.O.S.T. Basic Dispatch certificate is required and may be substituted for six (6) months of the employment experience.

CERTIFICATES

- Certification of the ability to type at a net rate of 30 wpm on a computer keyboard is required

DISTINGUISHING CHARACTERISTICS

Per Diem Dispatchers will provide public safety dispatching at Levi's Stadium.

TYPICAL DUTIES

Duties may include, but are not limited, to the following.

Under immediate supervision:

- Operates base radio console equipment, transmitting and receiving routine and emergency messages
- 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
- 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
- Performs other related duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- General public safety radio and telephone communications systems
- Primary roads, streets, highways, major buildings, and public facilities within the City's boundaries

Skill in:

- Reading and interpreting maps; and maintaining accurate records

PER DIEM DISPATCHER (continued)

Ability to:

- Read, write, spell, and speak in clear, concise English
- Learn correct telephone answering techniques, policies and procedures
- Operate computer-aided dispatch (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
- Work in a team-based environment and achieve common goals
- Establish and maintain tactful, courteous, and effective working relationships with those contacted in the course of work, including the general public
- Work in a confined area, wearing a headset which restricts physical movement about the work area
- Accurately enter data into the data systems while simultaneously receiving information by phone or radio
- Retrieve data from various terminals 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
- Handle multiple priorities and organize workload
- 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
- 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 immediate supervision of a Police Lieutenant or Communications Operations Manager.

SUPERVISION EXERCISED

None.

SPECIAL CONDITIONS

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

PER DIEM DISPATCHER (continued)

OTHER REQUIREMENTS

Must be able to perform all the essential functions of the job assignment. All candidates will be required to pass a City background investigation, which will include fingerprinting and/or psychological testing.