

**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.