

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

**PUBLIC SAFETY DISPATCHER I (339)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Police	Senior Public Safety Dispatcher	Non-Exempt

**CLASS SUMMARY**

Under immediate supervision, dispatches public safety, fire, and emergency medical services. Answers the telephone and receives emergency and non-emergency requests from the public; transmits and analyzes information received and dispatches police and fire personnel accordingly. Performs related work as required.

Upon successful completion of a probationary period, incumbent must possess a current POST Basic Dispatch certificate and a Medical Priorities Dispatching System (MPDS) certificate, in order to be eligible for promotion to Public Safety Dispatcher II.

**MINIMUM QUALIFICATIONS**

***EDUCATION AND EXPERIENCE***

- Graduation from high school or possession of a GED; **and**
- Two (2) years of paid employment experience requiring a high level of public contact defined as customer service, a call center, or a closely related field where substantial face-to-face or over-the-phone contact was made with the public; **or**
- One (1) year of experience answering and processing emergency phone calls from the public for law enforcement, fire department, or emergency medical service assistance.

***ACCEPTABLE SUBSTITUTION***

- Possession of a valid California POST Public Safety Dispatcher Basic certificate may be substituted for six (6) months of the required employment experience.

***DESIRABLE QUALIFICATIONS***

- Classroom education involving fire science or law enforcement related studies.

***LICENSES/CERTIFICATES***

- Certification of the ability to type at a net rate of 35 wpm on a computer keyboard is required. Successful completion of the California POST Entry-Level Dispatcher Selection Test Battery with a T-score of 50 or above **or** possession of a valid California POST Public Safety Dispatcher Basic Certificate is required at time of application.
- Possession of a valid California POST Public Safety Dispatcher Basic Certificate is required prior to completion of the probationary period. Medical Priorities Dispatching System (MPDS) certificate is required prior to completion of the probationary period.

**DISTINGUISHING CHARACTERISTICS**

This is the entry-level classification in the non-sworn flexibility staffed Public Safety Dispatcher I/II series. Incumbents work under immediate supervision as they are provided with formal in

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classroom and field training on dispatching operations, policies, and procedure. Incumbents develop the knowledge, skills and abilities necessary to perform the full range of public safety dispatching functions. This class is distinguished from the class of Public Safety Dispatcher II in that the latter is the journey-level class where incumbents are required to handle the full range of dispatch functions under general supervision.

### **TYPICAL DUTIES**

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

- 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
- 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
- Police and fire emergency procedures
- Primary roads, streets, highways, major buildings, and public facilities within the City's boundaries

Skill in:

- Reading and interpreting maps; and maintaining accurate records

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

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- contacted during 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 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
- 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 35 wpm on a computer keyboard

### **SUPERVISION RECEIVED**

Works under the immediate supervision of the Senior Public Safety Dispatcher and the overall direction of the Communications Operations Manager or Watch Commander.

### **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; and a willingness to work overtime as required.

### **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, polygraph and/or psychological testing.

### **CLASSIFICATION HISTORY**

Created 06/2015; Rev. 11/2020

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

**PUBLIC SAFETY DISPATCHER I (339)**

<b><u>DEPARTMENT</u></b>	<b><u>ACCOUNTABLE TO</u></b>	<b><u>FLSA STATUS</u></b>
<u>Police</u>	<u>Senior Public Safety Dispatcher</u>	<u>Non-Exempt</u>

**CLASS SUMMARY DESCRIPTION**

Under immediate supervision, dispatches public safety, fire, and emergency medical services. Answers the telephone and receives emergency and non-emergency requests from the public; transmits and analyzes information received and dispatches police and fire personnel accordingly. -Performs related work as required. This is the entry-level classification in the Public Safety Dispatcher series.

Upon successful completion of a probationary period, incumbent must possession of a current P.O.S.T. POST Basic Dispatch certificate, and a Medical Priorities Dispatching System (MPDS) certificate, all Public Safety Dispatcher I's will be eligible in order to be eligible for promotion to a Public Safety Dispatcher II position.

**MINIMUM QUALIFICATIONS**

**EDUCATION AND EXPERIENCE**

- Graduation from high school or possession of a GED; **and**
- TwoOne (2+) years of paid employment experience requiring independent decision-making and a high level of public contact defined as customer service, a call center, or a closely related field where substantial face-to-face or over-the-phone contact was made with the public; or
- One (1) year of experience answering and processing emergency phone calls from the public for law enforcement, fire department, or emergency medical service assistance, preferably a public safety related position.

Desirable QualificationPossible Substitutions:

- Possession of a current valid California P.O.S.T. Basic Public Safety Dispatcher POST Public Safety Dispatcher Basic certificate which is desirable and may be substituted for six (6) months of the required employment experience.

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Desirable Qualifications:

- Classroom education involving fire science or law enforcement related studies.

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**LICENSES/CERTIFICATES**

- Certification of the ability to type at a net rate of 30-35 wpm on a computer keyboard is required.

- Possession of a Successful completion of the California P.O.S.T. POST Entry-Level Dispatcher Selection Test Battery with a T-score of 50 or above or possession of a valid

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California POST Public Safety Dispatcher Basic Certificate is required at time of application.

Possession of a P.O.S.T.-valid California POST Public Safety Dispatcher Basic Certificate is required prior to completion of the probationary period. ~~Basic Dispatch certificate and a~~

- Medical Priorities Dispatching System (MPDS) certificate ~~s are~~ is required prior to completion of the probationary period.

### **DISTINGUISHING CHARACTERISTICS**

This is the entry-level classification in the non-sworn flexibility staffed Public Safety Dispatcher I/II series. Incumbents work under immediate supervision as they are provided with formal in classroom and field training on dispatching operations, policies, and procedure. -Incumbents develop the knowledge, skills and abilities necessary to perform the full range of public safety dispatching functions. This class is distinguished from the class of Public Safety Dispatcher II in that the latter is the journey-level class where incumbents are required to handle the full range of dispatch functions under general supervision.

### **TYPICAL TASKSDUTIES**

Each position in this classification may not include all the duties listed below, nor do the examples cover all the duties that may be performed.

Under immediate supervision:

- 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
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- 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
- Police and fire emergency procedures
- Primary roads, streets, highways, major buildings, and public facilities within the City's boundaries

Skill in:

- Reading and interpreting maps; and maintaining accurate records

## **PUBLIC SAFETY DISPATCHER I**

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~~ during 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 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
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- 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~~ 35 wpm on a computer keyboard

### SUPPLEMENTAL INFORMATION

#### **SUPERVISION RECEIVED**

Works under the immediate supervision of the Senior Public Safety Dispatcher or Public Safety Dispatcher III, and the overall direction of the ~~Police Communications Lieutenant or Communications Operations Manager~~ or Watch Commander ~~Police Lieutenant~~.

#### **SUPERVISION EXERCISED**

None.

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### **SPECIAL CONDITIONS**

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.

### **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, polygraph and/or psychological testing.

### **CLASSIFICATION HISTORY**

Created [JUNE/2015](#)06/2015; Rev. 10/2020