

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

PUBLIC SAFETY DISPATCHER II (340)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police	Senior Public Safety Dispatcher	Non-Exempt

CLASS SUMMARY

Under general supervision, dispatches public safety, fire, and emergency medical services. Incumbents are responsible for the full scope of dispatching duties including, answering the telephone, receiving emergency and non-emergency requests from the public; transmitting and analyzing information received, and dispatching police and fire personnel accordingly. Performs related work as required.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **and**
- The equivalent of two (2) years of paid employment experience in public safety dispatching within the past five (5) years of which at least six (6) months included solo status; **or**
- Five (5) years of current paid employment with a public safety agency or private emergency medical services agency, with high level Computer Aided Dispatch (CAD), radio and/or telephone operation; **or**
- Successful completion of probationary period as a Public Safety Dispatcher I with the City of Santa Clara.

ACCEPTABLE SUBSTITUTIONS

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

DESIRABLE QUALIFICATIONS

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

LICENSES/CERTIFICATES

- 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 **and** a valid Medical Priorities Dispatching System (MPDS) Certificate are required prior to the completion of the probationary period.

DISTINGUISHING CHARACTERISTICS

This is the journey-level classification in the non-sworn flexibility staffed Public Safety Dispatcher I/II series. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the class of Public Safety Dispatcher I in that the latter is the entry level class where incumbents are trained on full range of dispatch functions under

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immediate supervision. This class is distinguished from the Senior Public Safety Dispatcher in that the latter has full responsibility for supervising a shift of Public Safety Dispatchers I/II.

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 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 information into the CAD system while simultaneously receiving information by phone or radio

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- 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 low 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 general supervision of the Senior Public Safety Dispatcher and the overall direction of the Communications Operations Manager or Watch Commander.

SUPERVISION EXERCISED

In the absence of a Senior Public Safety Dispatcher, incumbents may be appointed out-of-class to perform the necessary supervisory responsibilities required to maintain effective operation of the Communications Center.

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 and may include polygraph and/or psychological testing.

CLASSIFICATION HISTORY

Created 05/2015; Rev. 11/2020

CITY OF SANTA CLARA, CALIFORNIA
CLASS SPECIFICATION

Approved, May 2015

PUBLIC SAFETY DISPATCHER II (340)

(340)

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

DESCRIPTION CLASS SUMMARY

Under general supervision, dispatches public safety, fire, and emergency medical services. ~~This Public Safety Dispatcher II is the journey level classification in the non-sworn Public Safety Dispatcher series. This series is Incumbents are responsible for the full scope of dispatching duties including, answering the telephone, receiving emergency and non-emergency requests from the public; transmitting and analyzing information received, and dispatching police and fire personnel accordingly. -Performs related work as required. receiving incoming calls for police, fire, or medical assistance and dispatch necessary units. This classification is distinguished from the Public Safety Dispatcher I by a broader range of responsibility due to a higher level of experience and training.~~

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

- Graduation from high school or possession of a GED; **and**
- The equivalent of: -two (2) years of paid employment experience in public safety dispatching within the past five (5) years of which at least six (6) months included solo status; or
- Five (5) years of current paid employment with a public safety agency or private emergency medical services agency, with high level Computer Aided Dispatch (CAD), radio and/or telephone operation; **or**
- ~~successful~~ Successful completion of a probationary period as a Public Safety Dispatcher I with the City of Santa Clara.

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Possible Acceptable Substitutions:

- Possession of a current California P.O.S.T.Basic Public Safety Dispatcher valid California POST Public Safety Dispatcher Basic certificate, is desirable and which may be substituted for six (6) months of the employment experience.
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- Desirable Qualifications:
- Classroom education involving fire science or law enforcement related studies, ~~is also highly desirable~~

LICENSES/CERTIFICATES

~~—Certification of the ability to type at a net rate of 30 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.

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- Possession of a valid California POST Public Safety Dispatcher Basic Certificate **and** a valid Medical Priorities Dispatching System (MPDS) Certificate are required prior to the completion of the probationary period.
- ~~Possession of a California P.O.S.T..... Basic Public Safety Dispatcher certificate and a Medical Priorities Dispatching System (MPDS) certificates are~~ required prior to completion of the probationary period

DISTINGUISHING CHARACTERISTICS

This is the journey-level classification in the non-sworn flexibility staffed Public Safety Dispatcher I/II series. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the class of Public Safety Dispatcher I in that the latter is the entry level class where incumbents are trained on full range of dispatch functions under immediate supervision. This class is distinguished from the Senior Public Safety Dispatcher in that the latter has full responsibility for supervising a shift of Public Safety Dispatchers I/II.

TYPICAL TASKS/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.

Under general 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
- 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

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Skill in:

- Reading and interpreting maps; and maintaining accurate records

Ability to:

- Read, write, spell, and speak in clear, concise English

PUBLIC SAFETY DISPATCHER II ~~(continued)~~

- 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 information 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 low 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 ~~30-35~~ 35 wpm on a computer keyboard

SUPERVISION RECEIVED

Works under the general 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

In the absence of a ~~Public Safety Dispatcher III~~ and Senior Public Safety Dispatcher, incumbents may be appointed out-of-class to perform the necessary supervisory responsibilities required to maintain effective operation of the Communications Center.

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.

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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 may include polygraph and/or psychological testing.

CLASSIFICATION HISTORY

Created MAY/201505/2015; Rev. 11/2020