

**City of Sebastopol
Job Description**

Job Title: POLICE COMMUNICATIONS DISPATCHER
Division: SPOA
Department: Police Department
Location: Police Services Building
Shift: As Assigned
Reports To: Chief of Police
Prepared By: Chief of Police
Approved By: City Council
Approved Date: 04/16/1996
Revised Date: 06/07/2022
FLSA Status: Nonexempt

PURPOSE

Under general supervision, receives and processes routine and emergency calls; dispatches police; enters, retrieves, and uses data from various automated law enforcement information systems; coordinates with and transfers calls to other emergency service providers as appropriate; performs a variety of clerical and technical duties in support of the Department's operations; learns applicable policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS

Police Communications Dispatcher is a journey-level class fully competent to independently perform duties which involve receiving incoming telephone calls for police, fire and medical assistance and radio dispatching necessary units using a computer aided dispatch system for keyboard entry of pertinent police response information and unit status data.

SUPERVISION RECEIVED AND EXERCISED

Supervision is provided by the on-duty Police Sergeant or other supervisory level public safety staff. Specific training and guidance may be received from the Police Records and Support Services Manager. Incumbents in this class participate in providing general instruction and training to new dispatchers or other staff.

TYPICAL JOB DUTIES include, but are not limited to, the following. Other duties may be assigned.

- Receives and processes routine and emergency calls and alarms.
- Dispatches police personnel.
- Provides pre-arrival information.
- Enters, retrieves, and uses data from various automated law enforcement information systems, including the computer aided dispatch system (CAD), radio dispatching consoles, and related equipment.
- Coordinates with other emergency service providers as appropriate.
- Assists in the training of less experienced personnel when acting as Communications training officer.
- Receives and enters calls for service in CAD; determines call priority and dispatches and monitors the status of field units.
- Receives and transfers medical and fire calls; interprets level of service needed through information obtained from field officers or citizens.

- Retrieves information for officers from CLETS.
- Schedules tows; requests phone pings per supervisors' direction; coordinates multi-agency responses when necessary and transfers calls to appropriate agencies if warranted.
- Assists citizens with complaints, reports, and requests in person and over the phone.
- Receives fees for reports, repossessions, fingerprints, VIN verifications and vehicle storage.
- Maintains lost and found property drawer.
- Performs a variety of general support work to assist and maintain Police records, reports, and files.
- Accurately process and file arrest reports, warrants, subpoenas, citations, and other miscellaneous departmental paperwork as required.
- Maintains reference materials.
- Prepares and processes reports to the District Attorney.
- Maintains subpoena calendar and information for officers.
- Processes and prepares traffic citations and sends out traffic/loss verification reports.
- Performs a variety of record keeping duties, including maintaining files, indexing, and other general clerical work.
- Updates Dispatch Training Manual as required.
- Enters, updates, and retrieves information in local and county RMS systems, CLETS and NCIC.
- Receives, responds to and documents requests for warrants and DMV printouts and documents vehicle impound information.
- Maintains familiarity with major roads, streets, areas, and industrial and public facilities within City boundaries.
- Performs general cleaning and sanitizing within the dispatch office and surrounding area.
- Responds to questions and concerns from the general public, department staff, and other agencies.
- Takes and records telephone and counter reports and provides information as appropriate and resolves service issues and complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.
- Fosters and maintains an environment that embraces diversity, integrity, trust, and respect.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Perform related duties as assigned.

KNOWLEDGE, SKILLS, and ABILITIES

Knowledge of:

Standard radio or telephone communications receiving and transmitting equipment; standard broadcasting procedures and rules; operation of common radio dispatch equipment; public safety classification codes; basic provisions of the California vehicle and penal codes.

Ability to:

Speak and hear clearly and precisely on the telephone, on the radio, and in person; exercise good judgment and make sound decisions in emergency situations; effectively communicate with and elicit information from callers who are injured, terrified, under attack, angry, hostile, chemically impaired, and/or suffering from mental illness; listen to lengthy explanations and extract pertinent information for responders; multitask sufficiently to perform a variety of disparate tasks simultaneously and accurately; work effectively independently with a minimum of supervision; work as part of a team; understand the geographic features and streets of the City of Sebastopol to sufficiently to deploy field units efficiently; use a keyboard to enter data at a speed necessary for adequate job performance; understand and follow verbal and written instructions; comprehend and make inferences from written material; spell with accuracy sufficient to convey message; operate a computer aided dispatch system, various computer software applications, and other office equipment quickly and accurately; provide general instructions and assistance to new dispatchers.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Possession of a High School diploma or equivalency such as a general education degree (GED) or High School Equivalency certificate and one (1) to three (3) months related experience and/or training; or the equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of a valid California Driver's license.

Satisfactorily complete the Public Safety Dispatchers Basic Course as required by P.O.S.T. within 12 months of appointment.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply commonsense understanding to carry out instructions furnished in written, verbal, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER QUALIFICATIONS

Ability to accurately dispatch public safety equipment and personnel in a coordinated manner; to react quickly, efficiently, and calmly in an emergency situation; to deal courteously and effectively with the public; to understand and carry out complex written and oral directions; to speak clearly and concisely in English; and type a minimum of 45 WPM using a computer keyboard from a clear copy.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to vibration. The noise level in the work environment is usually moderate.