

## **CITY OF ARCADIA**

### **DISPATCHER I DISPATCHER II**

#### **DEFINITION**

Under supervision (Dispatcher I) or general supervision (Dispatcher II), to perform a variety of duties involved in the operation of the emergency services systems and various communication devices to receive, route, relay, and dispatch calls for emergency and non-emergency law enforcement, ambulance, fire, and other services.

#### **DISTINGUISHING CHARACTERISTICS**

**Dispatcher I**--This is the entry level in the Dispatcher class series. Positions at this level usually perform most of the duties required of the positions at the Dispatcher II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

**Dispatcher II**--This is the full journey level in the Dispatcher class series. Positions at this level are distinguished from the Dispatcher I level by the performance of the full range of duties as assigned, working independently, exercising judgment and initiative and assisting in training new dispatchers. 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. Positions in this class series are flexibly staffed and positions at the Dispatcher II level may be filled by advancement from the Dispatcher I level with two years of experience and successful performance reviews. When filled from the outside, the employee is required to have two years of prior related experience as a Public Safety/Law Enforcement Dispatcher which allows the employee to meet the qualification standards for the Dispatcher II level.

#### **SUPERVISION EXERCISED**

##### **Dispatcher I**

Exercises no supervision.

##### **Dispatcher II**

May exercise technical and functional supervision over lower level staff.

**EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

Receive calls for service from the public requesting ambulance, fire, law enforcement or other emergency and non-emergency services; obtain appropriate information; input and update information into CAD system; determine nature and location of emergency; determine priority and dispatch emergency units as necessary and in accordance with established procedures for operating a dispatch system; maintain contact with calling party; relay pertinent information to responding party.

Maintain contact with all units on assignment; maintain status and location of field units; maintain daily log of all field calls and units dispatched.

Maintain awareness of activities on prior shifts and continuing problems or situations.

Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

Monitor and provide dispatching services for a variety of agencies after hours.

Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of automated and manual logs, records and files relating to emergency services activities; enter into computer.

Operate various equipment including multi-line telephones, multi-channel two-way radio, computer, teletype, typewriter, 911 emergency and alarm monitoring equipment, Computer Aided Dispatch (CAD) system, National Criminal Information Center (NCIC) terminal, fax machines, dictaphones, copiers, and other communications equipment.

Coordinate with Emergency Management Agency and Civil Defense in cases of disasters or severe weather; monitor weather wire; obtain and distribute pertinent information to the public and other agencies.

Maintain confidentiality of information.

Attend training and information sessions to keep aware of local government capabilities and resources to assist the public and elected officials in the protection of life and property.

Perform minor maintenance or adjustments on communications equipment; maintain general cleanliness in the workplace; change tapes and clocks as necessary; request maintenance as necessary.

Prepare alarm response logs; tabulate responses; prepare authorizations to bill for services.

Enter police records/information into data bases as necessary to support Records Bureau operations.

Operate NCIC/computer system to enter, modify, update and retrieve data such as stolen and recovered property, driver license and vehicles registration information, and warrants on wanted persons.

Obtain and process a variety of documents and information including criminal histories, NCIC and warrant entries, work-ups, and validations for deputies and detectives.

### **OTHER JOB RELATED DUTIES**

Perform related duties and responsibilities as assigned.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Dispatcher I**

##### **Knowledge of:**

English usage, spelling, vocabulary, grammar, and punctuation.

Modern office practices, methods, and computer equipment.

Principles and procedures of record keeping and reporting.

Principles and practices used in dealing with the public.

##### **Skill to:**

Learn to operate and perform minor maintenance on a variety of emergency communications equipment.

Operate a computer terminal, teletype, radio, telephone, fax machine, copier, dictaphone, and other office equipment.

Type at a speed of 35 words per minute and enter data at a speed necessary for successful job performance.

**Ability to:**

Learn operational characteristics of communications equipment and tools used in the area of emergency dispatch.

Learn streets, businesses, boundaries, districts, and zones which represent geographical areas of responsibility within the City.

Read and interpret street maps.

Learn principles and resources for dealing with hazardous materials.

Learn policies and procedures of receiving, processing, and dispatching emergency calls.

Learn basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Learn standard radio broadcasting and dispatch procedures and rules.

Learn principles and procedures of record keeping including the maintenance and security of communications reports.

Learn general law enforcement codes, practices and methods.

Work under pressure, exercise good judgment and make sound decisions in emergency situations.

Effectively communicate with and elicit information from upset and irate citizens.

Understand and follow oral and written instructions.

Apply knowledge and reasoning to make prompt and effective decisions quickly in both routine and non-routine situations.

Analyze situations carefully and adopt effective courses of action.

Interact effectively and sensitively with individuals from diverse backgrounds.

Speak clearly and distinctly in a well modulated voice.

Maintain confidentiality of sensitive information.

Perform multiple concurrent tasks.

Hear and recognize conditions or circumstances that indicate something might be wrong, unusual, or out of the ordinary.

Exercise good judgment, flexibility, creativity, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain and foster positive and harmonious working relationships with those contacted in the course of work.

**Minimum Qualifications:**

**Experience:**

Experience in emergency services dispatching is highly desirable.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in emergency management and telecommunications operations.

**License or Certificate:**

Must successfully obtain an appropriate P.O.S.T. Dispatcher/Telecommunications certification upon successful completion of the probationary period.

Possession of a typing certificate, obtained within the last 12 months, demonstrating the minimum typing requirement of 35 WPM net.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to sit for long periods of time and reach; ability to work in an enclosed environment with limited mobility; availability for shift work.

**Dispatcher II**

In addition to the qualifications for Dispatcher I:

**Knowledge of:**

Operational characteristics of communications equipment used in the area of emergency dispatch.

Streets, businesses, boundaries, districts, and zones which represent geographical areas of responsibility within the City by reading and interpreting maps.

Principles and resources for dealing with hazardous materials.

Pertinent Federal, State, and local laws, codes and regulations.

Policies and procedures of receiving, processing, and dispatching emergency calls.

Basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Standard radio broadcasting and dispatch procedures and rules.

Principles and procedures of record keeping including the maintenance and security of communications reports.

General law enforcement codes, practices and methods.

**Skill to:**

Operate and perform minor maintenance on the full range of emergency communications equipment including multi-line telephones, multi-channel two-way radio, computer, teletype, typewriter, fax machine, 911 emergency and alarm monitoring equipment, Computer Aided Dispatch (CAD) system, National

Criminal Information Center (NCIC) terminal, dictaphones, copiers, 10-key, windows based operating system and other communications equipment.

**Ability to:**

Perform responsible emergency dispatch and law enforcement support work with accuracy, speed, and minimal supervision.

Interpret, explain, and enforce policies and procedures.

Train new dispatchers.

**Minimum Qualification:**

**Experience:**

Two years of prior related experience within the past five years as a Public Safety/Law Enforcement dispatcher.

**Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in emergency management and telecommunications operations.

**License or Certificate:**

Possession of a valid P.O.S.T. Dispatcher/Telecommunications certification at time of appointment.

Possession of a typing certificate, obtained within the last 12 months, demonstrating the minimum typing requirement of 35 WPM net.

**Special Requirements:**

*Essential duties require the following physical skills and work environment:*

Ability to sit for long periods of time and reach; ability to work in an enclosed environment with limited mobility; availability for shift work.

**Effective Date:** February 2004

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