

## CLASSIFICATION SPECIFICATION



<b>CLASSIFICATION:</b>	Communications Dispatcher I/II	<b>ESTABLISHED:</b>	March 1996
<b>ALLOCATION:</b>	Sheriff	<b>REVISED:</b>	November 2010
<b>FLSA STATUS:</b>	Non-exempt		
<b>UNION AFFILIATION:</b>	DSA		

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### **JOB SUMMARY:**

Receives 9-1-1 system sheriff, fire, medical emergency and rescue calls; dispatches sheriff, fire and medical personnel following established procedures; maintains communication with officers in the field to ensure safety and provide back-up and information; performs related work as assigned. These classifications require shift work and the ability to make decisions and act appropriately in stressful situations. The work also involves interdepartmental cooperation with various public safety agencies located throughout the County to coordinate the most effective response to requests for assistance from the public.

### **Communications Dispatcher I:**

Initially under close supervision, incumbents learn law enforcement dispatching, departmental and County policies and procedures while being closely supervised. This class is flexibly staffed with Communications Dispatcher II and incumbents may advance to the higher level after gaining education and experience and demonstrating proficiency, which meet the qualifications of the higher level class. This is the entry level in the law enforcement support class series.

### **Communications Dispatcher II:**

Under general supervision incumbents are fully competent to perform sheriff, fire and medical emergency communications and dispatch work within established guidelines. This is the journey level in the law enforcement support class series.

### **CLASS CHARACTERISTICS:**

This position reports directly to Sheriff's Communications and Records Supervisor. This class is distinguished from Sheriff's Communications and Records Supervisor in that the latter is a supervisory position over both the dispatch unit and the records unit within the Support Services Division.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Receive and evaluate 9-1-1 police, fire and medical emergency calls, receive business calls for the department, which may include other county departments during off-hours; dispatch appropriate staff, provide information or transfer calls to the appropriate office or person.
- Receive and dispatch calls and enters information into a computer-aided dispatch (CAD) system, and, when appropriate, a teletype system; monitor calls after initial dispatch to provide additional requested support or information.
- Access federal, state and local law enforcement information systems to obtain information regarding outstanding warrants, criminal history, records information, vehicle data and related information; relay such information to sworn staff and non-sworn staff.
- By radio or telephone, contact various other agencies for response to specific situations, such as police/fire mutual aid, call in off-duty staff or specialized units such as SWAT or search and rescue personnel, medical providers and funeral homes.
- Maintain and access business and premise history and index files for emergency and other necessary contacts.
- Maintain typed or computer-produced logs of calls and incidents with summary information regarding actions taken.
- Input and retrieve a variety of information into local, state or federal law enforcement databases, such as warrants, missing persons and traffic citations; utilize multiple computer systems to input and access information from such databases.
- After normal business hours, answer specified County telephones, provide information and may dispatch animal control, public works and other staff as required.
- Establish and maintain office files; research and compile information from such files; purge files as required; maintain a variety of logs related to law enforcement investigative activities.
- Monitor doors and the front lobby for the court building through the use of TV monitors and an intercom system.
- Operate office equipment, multiple computer systems, facsimile equipment, teletype equipment and

multiple telephone lines.

- Operate a TTY/TTD machine for the hearing impaired.
- Communicate with interpreters / translators with the non-English speaking individual.

**Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- May take non-emergency or supplemental police reports.

**EMPLOYMENT STANDARDS:**

**Knowledge of:**

**Communications Dispatcher I:**

- Basic law enforcement terminology and processes.
- Techniques for eliciting information and dealing with individuals of various socio-economic and ethnic groups, often in stressful, emergency or difficult situations.
- Standard office practices and procedures, including filing and the operation of office equipment.
- Basic computer applications and data entry techniques.
- Record keeping practices and procedures.

**Communications Dispatcher II (in addition to the above):**

- Terminology and procedures used in sheriff, fire and medical emergency dispatching work.
- Operations of communications equipment including multiples telephone lines and radio systems.
- The use of multiple computer systems to input and retrieve information.
- Law enforcement records and document processing policies and procedures.

**Skill in:**

**Communications Dispatcher I:**

- Memorizing codes, names, street locations and other information.
- Understanding and following detailed oral and written directions and applying such directions to individual situations.
- Maintaining accurate records and files.
- Understanding, retaining, and transmitting data while performing multiple functions simultaneously.
- Entering numerical and related information into computer systems with speed and accuracy.
- Talking to others to convey information effectively.
- Effectively using tact, patience, courtesy, discretion and prudence in dealing with those contacted in the course of the work.

**Communications Dispatcher II (in addition to the above):**

- Using a variety of telephone, radio, teletype and computer equipment skillfully.
- Assessing and prioritizing emergency situations while remaining calm and using sound, independent judgment.
- Obtaining necessary information from individuals in stressful or emergency situations.
- Being aware of others' reactions and understanding why they react as they do.

**Ability to:**

**Communications Dispatcher I:**

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Accept criticism and perform calmly, purposefully and appropriately in emergency and stressful situations.
- Make rational judgments and decisions in a timely manner particularly in situations involving potential risks.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Process a high volume of work amid interruptions.
- Comply with County, department, and division policies, procedures and regulations.
- Speak clearly so others can understand you.
- Type at a rate of 35 net words per minute.

**Communications Dispatcher II (in addition to the above):**

- Quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns; which may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
- Deal effectively with manipulative, hostile or antisocial behavior.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group III) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone and by radio; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Stamina to maintain attention to detail for an extended shift.
- Ability to operate communications equipment by performing multiple hand and foot functions simultaneously.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Work in situations which involve emergencies and may be stressful.
- Radio Dispatch setting; fast-paced environment.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

**Licenses and Certification:**

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment, maintain valid California Class C driver's license.
- Possess or ability to obtain (within the 1<sup>st</sup> twelve months of employment), P.O.S.T. 120 hour Basic Complaint/Dispatcher course certificate.
- Typing Certificate: Min: Net 35 wpm. Typing Certificate must indicate result from a five (5) minute test of at least the minimum net wpm required.

**Special Requirements:**

- Work evening, night, weekend and holiday extended hours, rotating shifts.
- Successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**Communications Dispatcher I:**

**Minimum:** Equivalent to graduation from high school, one year of office support or customer contact experience and type 35 wpm.

**Preferred:** In addition to the above, 30 semester units college with major course work in Administrative Justice, Secretarial or a field related to the work and experience in a setting, which will have provided either some knowledge of law enforcement principles and practices, or in radio dispatch; type up to 60 wpm; and/or possess a valid current P.O.S.T. certified 120-hour Basic Complaint/Dispatcher course certificate.

**Communications Dispatcher II:**

**Minimum:** In addition to the above minimum requirements, at least one year of dispatching experience in a public safety or medical emergency setting at a level equivalent to the County's class of Communications Dispatcher I. Must possess a current valid P.O.S.T. certified 120 hour Basic Complaint/Dispatcher course certificate.

**Preferred:** In addition to the above, 30 semester units college course work with major course work in Administrative Justice or a related field, and additional years dispatching experience at a level equivalent to the County's class of Communications Dispatcher I.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Sheriff Approval: Jerry Read  
Date:

EEOC: F  
WC: 8810.1

Human Resources Approval: Iva Seaberg  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_