

## SENIOR PUBLIC SAFETY DISPATCHER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general supervision, performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency public safety assistance; provides training, scheduling, and quality control responsibilities; dispatches appropriate units and coordinates response of emergency personnel; operates a variety of telecommunications equipment including radio, telephone, and CAD systems; manages, processes, and distributes police records; and performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities.

### **DISTINGUISHING CHARACTERISTICS**

This is the advanced journey level class in the Public Safety Dispatcher series. The Senior Public Safety Dispatcher is distinguished from the Public Safety Dispatcher II level by its responsibility for leading and providing direction to other Communication and Records Technician employees. Positions at this level are fully aware of the operating procedures and policies of the work unit and act with considerable independent judgment. Employees in this class perform the most complex communication technician duties including specialized areas of assignment.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Receives, classifies, and prioritizes incoming calls to the dispatch center including 911 calls and business line calls received from citizens requesting service or information; operates a variety of public safety communications equipment including 911 emergency telephone equipment, computer aided dispatch systems, and multi-channel radio systems; dispatches police and fire units and personnel.
2. Performs duties and training in police records operations including disseminating, maintaining confidentiality, evaluating, copying, and filing police records and reports; processes and distributes arrest reports to the District Attorney, juvenile probation offices, and courts in a timely manner; ensures that information is released in accordance with related laws and Police Department policies.
3. Evaluates response necessary as dictated by a given request for service; determines nature, location, and priority of calls; operates computer aided dispatch system to create calls for service within response criteria guidelines; assigns and dispatches appropriate police, fire, or other emergency vehicles, equipment, and personnel in accordance with policies and procedures; transfers calls to other appropriate agency in accordance with established procedures; obtains and dispatches other support services as necessary.
4. Assists in coordinating the hiring of new Communication and Records Technicians; participates in the interviewing of applicants.
5. Receives specialized assignments; calculates and presents a variety of statistics, as requested.
6. Creates schedules for support services; acts as system administrator for CAD and the records management system; provides call quality control by accessing and evaluating recorded calls.

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7. Maintains contacts with all units on assignment through computer aided dispatch; maintain status and location of police field units; maintains computer records of traffic stops and other officer initiated activity.
8. Performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities including to organize, process, maintain, update, and route a variety of departmental reports, records, and files; operates and maintains the departmental centralized record keeping systems; makes inquiries; enters reports; updates individual files; updates codes.
9. Retrieves and monitors information from local agency radio traffic, and local, state, and national computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, restraining orders, criminal histories, parolees, and other related information; relays information to officers in the field.
10. Operates computer terminals and teletype machine to enter, modify, and retrieve data such as stolen and recovered property, towed and stolen vehicles, missing and unidentified persons, citations, field interviews, driver license and vehicle registration information, and warrants on wanted persons; composes and transmits messages to other agencies.
11. Performs a variety of general clerical duties in support of the department; compiles, maintains, processes, and prepares a variety of records and reports; types transcripts from taped interviews; maintains various files; prepares supplemental reports as directed.
12. Processes, evaluates, and distributes police reports and records ensuring that information is released in accordance with related laws and departmental policies; maintains training records for sworn police staff.
13. Responds to telephone and fax requests from citizens, business, and other agencies; provides assistance and answers questions in response to requests; provides other agencies with criminal history information and reports; transfers calls for service to dispatch as necessary.
14. Performs related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Operations, services, and activities of a public safety telecommunications and dispatch center.
- Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems.
- Law enforcement and emergency service procedures for responding to and handling reported incidents.
- Techniques of questioning for both emergency and non-emergency calls.
- Methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.
- Functions of the Police and Fire Departments and other City Departments.
- Geographic features and locations within the area served.
- English usage, spelling, grammar, and punctuation.
- Modern office procedures, methods, and computer equipment.
- Pertinent federal, state, and local laws, codes, and regulations.
- Methods and techniques of telephone etiquette.
- Methods and techniques of conflict resolution.

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Principles and procedures of record keeping.

**Ability to:**

Respond to and resolve difficult and sensitive citizen inquiries and complaints.

Effectively communicate and elicit information from upset and irate callers.

Make independent decisions that affect the safety of public safety personnel, citizens, and property, such as those involved in determining the urgency of requests received and the appropriate action to take.

Dispatch police and fire units quickly and effectively.

Think quickly, calmly, and clearly in emergency situations.

Perform multiple tasks simultaneously.

Operate a variety of telecommunications receiving and transmitting equipment including radio transmitting communication equipment, teletype equipment, and computer equipment.

Operate specialized public safety computer systems and applications including the Criminal Justice Information System (CJIS), the National Crime Information Center (NCIC) computer systems, and local CAD/RMS system.

Read and interpret maps and other navigational resources and give directions.

Type and enter data accurately at a speed necessary for successful job performance.

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

Understand and follow oral and written instructions.

Interpret, apply, and explain applicable federal, state and local policies, procedures, laws, codes and regulations including police records retention and dissemination policies and procedures.

Maintain composure, alertness and concentration while working for extended periods of time.

Compile, maintain, process, and prepare a variety of records and reports.

Deal tactfully and courteously with the public reporting emergencies and seeking information or filing a report.

Listen and comprehend radio transmissions and telephone calls.

Clearly project voice over radio and telephone.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by successful completion of the basic dispatcher course within specified time period.

**Experience:**

Two years of increasingly responsible dispatch/records experience comparable to that of a Public Safety Dispatcher II with the City of Suisun City.

**License or Certificate:**

Possession of, or ability to obtain, an appropriate, valid P.O.S.T. Dispatcher Certificate.

Possession of a P.O.S.T. Communications Training Officer Certificate is desirable.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

**Environment:** Office and emergency services dispatch center setting with extensive public contact; incumbents are required to work evening, night, weekend and holiday shifts; incumbents may be called

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back or held over to maintain staffing levels.

**Physical:** Primary functions require sufficient physical ability to work in an office and emergency dispatch center setting; stand or sit for prolonged periods of time; occasionally stoop, bend, kneel, crouch, reach, and twist; push, pull, lift, and/or carry light to moderate weights; operate office equipment including use of computer keyboard; requires a sense of touch, finger dexterity, and gripping with hands and fingers; ability to speak and hear to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

Updated March 2016  
*Suisun City Human Resources*

Created October, 2006  
*Johnson & Associates*