

CITY OF DALY CITY
JOB SPECIFICATION

APPROVED BY
PERSONNEL BOARD: 02/08/2007
CITY COUNCIL: 02/26/2007
RES. NO.: 07-35

PUBLIC SAFETY DISPATCHER

DEFINITION

Under supervision, and subject to public safety communications procedures, City and Department Rules & Regulations, acts as Public Safety Dispatcher for Police and other emergency personnel in the City, and may direct Fire and Medical calls to appropriate agency.

CRITICAL TRAITS:

Requires integrity, dependability, stress tolerance, adaptability, teamwork, maturity, assertiveness, patience, sound judgment, and interpersonal sensitivity.

EXAMPLES OF DUTIES

On an assigned shift in the Communications Center or at the front counter, a Public Safety Dispatcher receives, evaluates, prioritizes and responds to incoming communications for service received by radio, telephone, computer, teletype, or direct contact; dispatches appropriate personnel and resources; under emergency and non-emergency conditions, operates a variety of telecommunications equipment such as two-way, multi-frequency radios and hardline and wireless telephone systems (e.g. 911, TDD, microwave); operates an alpha-numeric computer keyboard to query and input information in various law enforcement computerized database systems; monitors status of multiple burglary and robbery alarms; monitors communications and maintains status of field units, incidents, and emergency systems; directs and coordinates response of multiple field units; prepares and maintains necessary logs, records, and reports; provides on-the-job training to probationary dispatchers and attends training as necessary to maintain job skills and proficiency; provides service and information to the public and other agencies as required, while maintaining facility operations and information security; uses resource materials, including legal codes, directories, logs, and maps; may testify in court as a witness, when needed; and performs other related duties as required.

MINIMUM QUALIFICATIONS

Knowledge of: Record keeping procedures; maintenance of filing systems; basic map

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reading, and preparation of reports.

Ability to: Comprehend, interpret, and quickly respond to communications via radio, telephone, computer, teletype, manuals, written instructions, and direct contact while simultaneously being attentive and responsive to various other conditions that may be occurring; speak clearly and distinctly via radio, telephone, and in person; maintain vocal composure under adverse or stressful conditions; read and understand policy and procedure manuals and memoranda; listen and comprehend while simultaneously performing other tasks; develop interpersonal relations necessary for accurate and courteous communication, including clear and audible speech with appropriate tone, phrasing, and rate of speed; use a computer keyboard at a speed and accuracy necessary for successful job performance; work effectively with others or independently, as needed; learn the competent operation of a variety of telecommunications and office equipment such as teletype, computer, and typewriter keyboards, and radio console controls; think and act quickly, logically, and accurately in high-stress and multiple-incident situations; accurately interpret and follow written and oral instructions; learn standard dispatching rules, regulations, and procedures; maintain a skill level necessary for successful job performance; work irregular shifts, holidays, and weekends, subject to non-scheduled call-back; attend work and perform duties on a regular, punctual and consistent basis; and work safely under highly visible conditions, oftentimes under time pressures and with the possibility of serious consequence to the public and co-workers if errors are made; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure and respond in a positive manner to supervision

Education: Graduation from high school or equivalent.

Experience: One year of responsible experience requiring public contact.

R: 02/07