



PUBLIC SAFETY DISPATCHER I/II

DEFINITION

Under close and general supervision, performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency public safety assistance; dispatches appropriate units and coordinates response of emergency personnel; operates a variety of telecommunications equipment including radio, telephone, and computer aided dispatch systems; performs a wide variety of specialized duties involved in emergency communications; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives close or general supervision from the Public Safety Dispatch Supervisor. Exercises no supervision over staff.

CLASS CHARACTERISTICS

Public Safety Dispatcher I: This is the entry-level classification in the Public Safety Dispatcher class series. Initially under close supervision, incumbents learn and perform dispatching duties for non-emergency and emergency public safety assistance. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates the skill to perform the work independently. Positions at this level usually perform most of the duties required of journey-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.

Public Safety Dispatcher II: This is the journey-level classification in the Public Safety Dispatcher class series. Positions at this level are distinguished from the entry-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Incumbents 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 the Public Safety Dispatcher class series are flexibly staffed. Incumbents may advance to the higher-level class after gaining the knowledge, abilities, experience, and any required licenses and certifications which meet the qualifications for and demonstrate the ability to perform the work of the higher-level class.

ESSENTIAL DUTIES

Duties may include, but are not limited to the following:

- Receives emergency calls for police, fire, or other emergency services.

- Receives 9-1-1 calls, determines priority, and dispatches appropriate units via radio and Mobile Data Terminals in accordance with established procedures.
- Coordinates emergency incidents or calls for service, relaying information and assistance requests involving other public safety entities.
- Tracks and maintains current status of field units.
- Enters, updates, and retrieves information from local, state, and national databases relating to wanted or missing persons, stolen property, vehicle registration, stolen vehicles, etc.
- Receives incoming telephone and voice radio requests for non-emergency assistance; provides appropriate information and referrals.
- Provides Emergency Medical Dispatch (EMD) services to callers through an accredited system of telephone triage and pre-arrival instructions.
- Responds to and resolves difficult and sensitive citizen inquiries and complaints.
- Performs related duties as assigned.

QUALIFICATIONS

Some knowledge and abilities may be gained by employees at the entry-level while in a learning capacity.

Knowledge of:

- Current public safety radio reception and broadcast procedures, rules, and regulations.
- Pertinent federal, state and local laws, codes and regulations.
- Geographic features and streets within the area of service.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and programs, projects, and task coordination.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Effectively operate public safety radios, computer-aided dispatch and records management systems, Automatic Vehicle Location programs, and other software applications and modern business equipment to perform a variety of work tasks.
- Understand and apply standard public safety radio broadcasting procedures and rules associated with emergency communications.
- Understand, retain, and transmit accurate data while performing several functions at one time.
- Use tact and persuasion to calm emotional callers and obtain complete information on reported incidents concisely; remain calm in emergencies.
- Analyze situations accurately and take effective action.
- Read and interpret maps.

- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Provide appropriate EMD services to callers.
- Understand and act in accordance within City and Police Department policies, procedures, and rules.
- Understand and apply federal, state, and local policies, procedures, laws, and regulations.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

Education and Experience

A combination of education and experience which would provide the required knowledge and abilities is qualifying. Note: education may not fully substitute for the required experience unless expressly stated herein.

Public Safety Dispatcher I

Equivalent to the completion of the 12th grade;

AND

One (1) year of full-time experience in an environment requiring extensive public contact over the telephone and/or in person; **or**

Six (6) months of full-time experience working in a high-volume call center and/or dispatch environment.

Public Safety Dispatcher II

Equivalent to the completion of the 12th grade;

AND

Two (2) years of full-time experience equivalent to a Public Safety Dispatcher I with the City of Rocklin.

Licenses and Certifications

- Possession of, or ability to obtain and maintain, a valid California Class C Driver License and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Possession of a typing certification showing a net speed of 40 words per minute.

- A Peace Officer Standards and Training (POST) Professional Public Safety Dispatcher Basic Certificate is required within one (1) year of appointment.
- At the II level, a Peace Officer Standards and Training (POST) Professional Public Safety Dispatcher Basic Certificate is required.
- An EMD certification is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; the ability to operate a motor vehicle to visit various City sites and attend off-site meetings; vision to read printed material and view a computer screen; hearing and speech to communicate in person, before groups, and over the telephone; finger dexterity to operate standard office equipment and access, enter, and retrieve data using a computer keyboard and calculator; the ability to sit for multiple hours; the ability to bend, stoop, kneel, reach, and push and pull drawers open and closed to retrieve and file information; and occasionally lift, carry, push, and pull materials and objects up to 20 pounds to perform the required job functions. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Incumbents must pass a thorough background investigation and meet physical, psychological, and background standards established by POST.

Must be willing to work emergencies as well as evenings, weekends, and holidays.

Emergency Service Workers: All City of Rocklin employees are designated as Emergency Service Workers during a proclaimed emergency and may be required to perform certain emergency services at the direction of the department and/or City.

This class specification should not be construed to imply that these requirements are the exclusive standards of each position as not all duties are necessarily performed by each incumbent.

Adopted

Revised September 2021, May 2022, August 2024

FLSA Non-Exempt

Salary Schedule I-level: Police/Range NSP6

II-level: Police/Range NSP3