



CITY OF CALEXICO

CLASS TITLE: PUBLIC SAFETY DISPATCHER

MONTHLY: \$3,365 - \$4,090

RANGE: PSD-20

BASIC FUNCTION:

Under the direction of the Public Safety Dispatch Supervisor, receive and transmit routine and emergency radio messages and telephone calls from personnel and the public; process and respond to requests from field personnel for information; dispatch police, fire and medical personnel as appropriate; maintain related records and logs.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Receive calls and send radio messages to and from emergency vehicles and law enforcement units; coordinate flow of communications between organizational services to assure appropriate and timely response to local needs and emergencies.

Receive routine and emergency calls for a variety of services including fire, ambulance or law enforcement; dispatch police, fire and medical personnel utilizing assigned radio equipment according to established guidelines and procedures; maintain call logs.

Respond to informational requests from personnel; utilize an assigned computer system to input data and extract information; establish and maintain automated records as directed.

Maintain various logs concerning times and types of communications sent and received, services dispatched and related information; maintain records related to dispatch activities, incidents, and other assigned duties.

Operate standard office and dispatch equipment including a telephone, radio system, teletype machine, typewriter, computer and assigned software.

Maintain radio communications with local police, fire and medical emergency units to exchange information, coordinate activities and resolve issues or concerns; confer with outside fire, police and medical agencies to request and provide information as needed.

Monitor radio transmission of other law enforcement agencies and assist as needed.

Respond to inquiries and provide general information to the public regarding law enforcement and emergency services and procedures.

OTHER DUTIES:

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Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Telephone and radio procedures, techniques and etiquette.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Data control procedures and data entry operations.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Operation of a computer and assigned software.
Record-keeping techniques.
Modern office practices, procedures and equipment.

ABILITY TO:

Receive and transmit routine and emergency radio messages and telephone calls from personnel and the public.
Process and respond to requests from field personnel for information.
Dispatch police, fire and medical personnel according to established guidelines and procedures.
Maintain a variety of records and logs.
Learn policies and objectives of assigned program and activities.
Learn local geography, street locations, important buildings and landmarks of the area.
Learn police, fire and medical organization, operations, radio procedures and dispatch guidelines.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Complete work with many interruptions.
Operate a computer and assigned software.
Work confidentially with discretion.
Work patiently with individuals who exhibit emotional stress or other demanding situations determining proper course of action.
Respond to radio and telephone calls and perform clerical duties simultaneously.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of general clerical experience.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.
Hearing and speaking to exchange information in person and on the telephone.

Sitting for extended periods of time.