City of Merced

Bargaining Unit:

04 Covered FLSA: **Position Number:** 5385

LEAD DISPATCHER

DEFINITION

Under general supervision, to provide lead supervision, work coordination and scheduling, limited counseling, and training for assigned dispatching staff; to receive emergency and nonemergency calls for service via 911, radio, telephone and other communications media; to dispatch law enforcement, fire, and other public safety personnel and equipment; to provide telecommunications support and incident coordination for field units; to serve as complaint taker for the City of Merced 911 Public Safety Answering Point; and assist with other nonemergency responsibilities when assigned; to perform general office support assignments; and to do related work as required or assigned. This is a non-sworn position.

DISTINGUISHING CHARACTERISTICS

This is the lead worker level in the Dispatcher class series. This class is distinguished from Dispatcher II in that the Lead Dispatcher performs lead work, coordination, training, scheduling, and limited counseling activities, as well as dispatching duties, complaint-taking, and support duties generally described in the definition section above. Work shifts rotate. including working nights, weekends, and holidays; and mandatory overtime may be required.

REPORTS TO

Supervising Police Dispatcher, Police Sergeant, or other designated law enforcement personnel.

CLASSIFICATIONS REPORTING TO THIS POSITION

This is a lead work class providing basic supervision, training, scheduling, evaluation, and work coordination for Dispatchers I, II.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (The following is used as a partial description and is not restrictive as to duties required.)

Provides lead supervision, work coordination, training, scheduling and limited counseling and evaluation for assigned dispatching staff; takes emergency and non-emergency calls for police, fire, medical, and other related services over telephone, 911, radio, and other communications media; classifies incidents and establishes dispatch priorities; dispatches police and fire units to public safety incidents; coordinates or transfers requests for emergency and non-emergency medical services with emergency medical dispatchers; coordinates with other agencies as required to assist field personnel in managing and resolving incidents; does research and provides information to support officers and firefighters in the field using a variety of computerized and manual information systems; provides telecommunications support, using the California Law Enforcement Telecommunications System (CLETS) and other local, regional, and national data bases; transfers calls to other units or agencies as warranted;

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES (Continued)

monitors and broadcasts on public safety radio channels; enters, updates, modifies, and clears incident data and other related information into computer-aided dispatching (CAD) system, records management systems (RMS), CLETS, and other computer systems and data bases as required; maintains manual incident cards and logs when necessary; calls out special teams, and makes command and other notifications as required; performs limited communications equipment and work area maintenance; duplicates recordings of radio and telephone communications for court or other purposes; operates communications center equipment, to include CAD, telephone, radios, computers, FAX machines, printers; and assists with other public safety duties as directed.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods, generally up to three hours; normal manual dexterity and eye-hand coordination; lift and move objects weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX as well as radio communication and dispatching equipment.

TYPICAL WORKING CONDITIONS

Work is normally performed in an indoors communications center and occasionally in a vehicle or outdoors when assigned to field duty; continuous contact with other staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

Operating policies, procedures, and functions of the Police and Fire Departments relevant to the position.

General geography of the City of Merced.

Laws, codes, and regulations pertinent to public safety services.

Procedures, principles and techniques of dispatching, complaint taking, and telecommunications support.

Communications center equipment operation, to include computers, telephones, radio, FAX machines, computer software, and paging equipment.

Principles and techniques of public safety communications, customer service, and customer courtesy.

Basic supervisory principles of organization, supervision, work coordination, training, scheduling, evaluation, and counseling.

Fundamental problem solving and decision-making principles.

Proper operation and care of telephone, computer, radio, office equipment and vehicles used in the communications center and in the field.

Modern office methods and procedures.

Principles of work coordination and training.

DESIRABLE QUALIFICATIONS (continued)

Ability to:

Provide basic supervision, training, scheduling, evaluation, and counseling for assigned staff on an assigned shift.

Prepare reports, dispatch narratives, and other documents completely and accurately, with proper spelling, grammar, and punctuation.

Operate public safety radio systems, computers, telephones, FAX machines, paging equipment, and other communications equipment.

Accomplish multiple tasks simultaneously.

Receive, retain and use large quantities of information.

Use sound judgment in dispatching personnel and equipment.

Think clearly and act calmly in emergency situations.

Read, analyze, and interpret laws, codes, rules, and regulations

Evaluate situations and respond appropriately.

Take and transmit clear and complete directions and information.

Use a keyboard and computer to enter and extract a variety of data and information.

Deal tactfully and courteously with the public and other staff.

Establish and maintain cooperative working relationships.

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Completion of requirements for graduation from high school and sixty (60) units of general college education; and two years of work experience performing public safety dispatching work comparable to that of a Dispatcher II with the City of Merced.

Special Requirements:

Possession of an appropriate California Driver's license issued by the Department of Motor Vehicles.

Completion of the P.O.S.T. Basic Dispatcher Course and possession of a Dispatcher Certification from P.O.S.T.

Type at a rate of 40 words per minute net. Typing certificate required at time of application.

<u>Desirable Requirements:</u>

Completion of the P.O.S.T. Telecommunications for Trainers Course.

Completion of the Communications Training Officer and Civilian Supervisory Courses.

LEAD CSO-DISPATCHER - 4

Reference: City	of Merced F	Personnel Rule	s and Regulations	, Sections 5.05 and 5.07
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APPROVED		_ DATE
	Chairperson, Personnel Board	_