

## DISPATCHER I

### **DEFINITION**

Under general supervision, to learn City Police Department dispatching policies, methods, and procedures; to receive emergency and non-emergency 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 learn to serve as complaint taker for the City of Merced 911 Public Safety Answering Point; to take police reports for cold calls with no suspect contact, and assist with other non-emergency responsibilities when assigned; to perform general office support assignments; and to do related work as required or assigned. This is a non-sworn position. An incumbent in this position is willing to help and serve people in need.

### **DISTINGUISHING CHARACTERISTICS**

This is the entry and first working level in the Dispatcher class series. Incumbents have responsibility for dispatching and maintaining field communications with public safety personnel. Police Dispatcher I's perform many assignments in training and learning capacity. When an incumbent becomes familiar with the Police Department and the dispatching systems and policies and demonstrates good sustained work performance, they may be promoted to the Police Dispatcher II. Work shifts may rotate, including working nights, weekends, and holidays; and mandatory overtime may be required.

### **REPORTS TO**

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

### **CLASSIFICATIONS SUPERVISED**

This is not a supervisory position.

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

{Many of the assignments listed below are performed in training and learning capacity with the expectation that an incumbent will develop the capacity to perform the full scope of work with minimal guidance and supervision}

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

## **DISPATCHER I - 2**

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES** *(Continued)*

personnel in managing and resolving incidents; provides information to support officers and fire fighters 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; 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; prepares police reports for cold calls, 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 and written 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; continuous contact with other staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

General geography of the City of Merced  
Public relations methods and techniques  
Modern office methods and procedures

#### **Ability to:**

Learn the operating policies, procedures, and functions of the police and fire Departments relevant to the position.  
Learn to operate communications center equipment, to include computers, telephones, radio, FAX machines, computer software, and paging equipment.  
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.

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### DESIRABLE QUALIFICATIONS (continued)

#### **Ability to:** (continued)

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 one year of work experience performing a variety of office support assignments in a position requiring considerable public contact.

#### **Special Requirements:**

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

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

Completion of POST Basic Dispatcher Course and possession of a POST Dispatcher Certificate must be achieved within 18 months of appointment.

Reference: City of Merced Personnel Rules and Regulations, Sections 5.05 and 5.07

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APPROVED \_\_\_\_\_  
Chairperson, Personnel Board

DATE: \_\_\_\_\_