

CITY OF LINCOLN

PUBLIC SAFETY DISPATCHER I/II

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under immediate supervision, performs a wide variety of technical and clerical law enforcement support duties related to taking police, fire and medical emergency requests for service from the public and tracks and dispatches field units as appropriate; gathers, records, maintains, retrieves and distributes law enforcement data and information; enters reports and data into a variety of automated law enforcement records systems; ensures that records and information are accurate, clear and comprehensive for law enforcement personnel and the general public; learns applicable policies, procedures and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

Public Safety Dispatcher I

The **Public Safety Dispatcher I** is the entry level class in which incumbents learn to perform and perform Police Dispatcher duties under immediate supervision. This classification is alternatively staffed with Public Safety Officer II and incumbents may advance to the higher level after gaining experience and demonstrating a level of proficiency that meets the qualifications of the higher class.

Public Safety Dispatcher II

The **Public Safety Dispatcher II** is the working level class in which incumbents are expected to perform the full range of Police Dispatcher duties with minimum supervision and apply sound judgment regarding their scope of authority in dispatching personnel. This classification is distinguished from the Community Service Officer series in that the latter performs duties involving work in taking reports in the field and performing face-to-face public service activities.

SUPERVISION RECEIVED/EXERCISED:

Public Safety Dispatcher I

Receives immediate supervision from the Police Office Supervisor or a Watch Commander. Incumbents of this class do not routinely exercise supervision.

Public Safety Dispatcher II

Receives supervision from the Police Office Supervisor or a Watch Commander. Incumbents of this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Receives and enters calls for police, fire and medical service in CAD; dispatches and tracks field units; interprets level of service needed through information obtained from field officers or citizens;

coordinates multi-agency responses when necessary; transfers calls to appropriate agencies if warranted.

- Responds to questions and concerns from the general public, department staff and other agencies; takes and records telephone and counter reports; provides information as appropriate and resolves service issues and complaints.
- Enters and maintains accurate data and information into the California Law Enforcement Telecommunications System (CLETS) including stolen vehicles, and missing and unidentified persons; enters and retrieves information from a variety of state and local automated systems; validates selected records from the Department of Justice files including vehicles, boats and missing persons; releases impounded vehicles; processes reports and citations; collects and maintains statistical information.
- Learns and develops an understanding of applicable policies, procedures, and work methods associated with assigned duties
- Photocopies and distributes crime, incident, arrest and accident reports to the general public and various agencies such as the Department of Justice (DOJ), California Highway Patrol, District Attorney, Department of Motor Vehicles (DMV) and insurance companies; prepares reports for court; applies federal, state and local laws when releasing information.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports and retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone, dispatch and face to face service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Public Safety Dispatcher I/II**. A typical way of obtaining the required qualifications is to possess the equivalent of:

Public Safety Dispatcher I

One year of work experience involving public contact and record keeping, and a high school diploma or equivalent.

Public Safety Dispatcher II

In addition to the above, three years of experience equivalent to that of a Public Safety Dispatcher I in the City of Lincoln.

License/Certificate:

Possession of, or ability to obtain a valid Class C California driver's license. Must obtain a Dispatch Certificate from P.O.S.T. within one year of appointment as a Public Safety Dispatcher I.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position. The level and scope of the knowledge and abilities listed below vary between the I and II levels.)*

Knowledge of:

Civil, criminal, and municipal provisions relating to the various activities of the Police Department; law enforcement, fire, and other operating procedures and functions of the Department as they relate to the dispatch function; geography of the City and the surrounding environment; legal and procedural techniques and regulations regarding transmission and reception of public safety radio traffic; basic radio and related equipment maintenance

Ability to:

Perform a variety of complex work with speed and accuracy; remain calm under emergency situations; learn to operate specialized law enforcement automated information and communication systems; work flexible hours including evenings, weekends and split shifts; learn basic Spanish speaking skills that allow for communication regarding addresses, locations, time descriptions, etc.; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate an office computer and a variety of word processing and software applications; effectively operate specialized law enforcement automated information and communication systems; type accurately from clear copy at a rate of 35 words per minute.