

TOWN OF SAN ANSELMO

POLICE COMMUNICATIONS DISPATCHER

DEFINITION

To receive routine and emergency communications, and transmit messages by operation of telecommunications, computer, and radio equipment; dispatch by priority, police personnel for multiple agencies to routine and emergency calls for service.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Dispatch Records Supervisor and from the shift watch commander, as appropriate.

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Receive emergency calls, complaints and inquiries from other law enforcement agencies and the public either by telephone, teletype or in person; act as a receptionist at the front counter of the dispatch office; provide information on department programs, policies, and procedures and make referrals as appropriate.

Dispatch for multiple public safety agencies; operate a variety of communications equipment including transmitters, receives, radio consoles, telephones, and computer systems.

Operate enhanced 9-1-1 emergency telephone system and Computer aided Dispatcher system (CAD).

Dispatch and monitor personnel in the field during critical incidents; utilize independent judgment and initiative within the scope of responsibility; assist patrol personnel by locating and providing data to accomplish field operation functions as needed.

Perform miscellaneous clerical work; file documents; prepare records, reports and logs of all shift activities which includes typing, computer data entry, and backing up computer data from the department Records Management System (RMS).

Issue parking permits, record payments, and collect and process fees; balance cash receipts.

May train other dispatchers as assigned and may participate in the selection of dispatch personnel.

Build and maintain positive working relationships with co-workers, other Town employees, and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Function, organization, purpose and procedure of a public safety communication dispatch center.

Federal Communications Commission rules and regulations applicable to public safety communications operations.

Penal, Vehicle, Civil, Health and Safety, Welfare and Institution, Municipal, and other statutory codes.

Streets, major buildings, and geography for multiple public safety agencies.

Modern office procedures and methods, computer equipment and applications.

English usage, spelling, grammar, and punctuation.

Basic arithmetic.

Ability to:

Operate a variety of complex telecommunications equipment, including but not limited to, two-way radio and multi-line telephone system, computer-aided dispatch and computer based records management system.

Identify and resolve problems related to using multiple and varied computer information systems.

Understand and follow written and oral instructions; obtain and record accurate and detailed information via telephone, radio, or personal contact.

On a continuous basis, sit at desk/console for long periods of time; Intermittently, twist and reach office equipment; write or use keyboard to communicate through written means; verbally give instructions to officers in the field; monitor and hear officer's responses over the radio; lift and carry weight of 10 pounds or less.

Prioritize messages and dispatch quickly and accurately; react quickly, efficiently, and calmly under stress and in emergency situations; speak clearly and concisely in English; communicate calmly and effectively with irate and emotional persons.

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Make decisions in routine procedural matters without immediate supervision; exercise judgment and discretion in resolving problems.

Use a computer, typewriter, telephone, facsimile machine, postage meter, copier/printer/fax/scanner machine, and photocopy machine.

Type at a net speed of 25 words per minute.

Complete and maintain accurate and concise records and reports.

Learn applicable rules, regulations, and procedures of the department.

Learn to operate a variety of complex telecommunications equipment, including but not limited to, two-way radio and multi-line telephone system, computer aided dispatch and computer based records management system.

Establish and maintain cooperative working relations with those contacted in the course of work.

Work shifts including afternoons, evenings, weekends, and holidays.

Experience and Training

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

Experience: Twelve months' experience (within the last five years) as a public safety dispatcher (police and/or fire).

Training: Equivalent to the completion of the twelfth grade. Must complete training at the basic dispatch academy within twelve months of employment.

Approved: Debra Stutsman
Town Manager

Date: 5/19/08