CITY OF OCEANSIDE

REVISED: OCTOBER 2012
JOB CODE: POLICE08, POLICE11
UNIT: OPOA (NON-SWORN)

DISPATCHER I
DISPATCHER II

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision to receive and evaluate incoming telephone calls for police and fire emergency and other calls for service, and to relay the requests to appropriate personnel; to dispatch appropriate police and fire personnel and equipment utilizing radios, telephone and/or alarm signal communications equipment; operate computer terminals; and to perform related work as required.

CLASS CHARACTERISTICS

Dispatcher I: This is the entry-level class in the Dispatcher series. This class is distinguished from the Dispatcher Ii by the performance of the more routine tasks and duties assigned to positions within the series. Employees at this level receive instruction or assistance as new or unusual situations arise, and are fully aware of the dispatching procedures and policies of the work unit. Employees are required to obtain the P.O.S.T. Basic Dispatch Certification within twelve months of appointment.

Dispatcher II: This is the full journey-level class within the Dispatcher series. Employees within this class are distinguished from the Dispatcher I by the performance of the full range of duties as assigned, and may be assigned to train other personnel. Employees are required to possess a P.O.S.T. Basic Dispatch Certification at time of appointment.

EXAMPLES OF DUTIES - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Operates UHF and VHF radio receivers and transmitters, telephone key modules, teletypewriters, computer terminal stations, alarm signal equipment, and other communications equipment; receives incoming telephone calls and evaluates requests for emergency services; elicits and records essential incident information from callers such as name, address, phone number, and a brief description of the incident; determines the priority and dispatches personnel and equipment for emergency service in accordance with department procedures; answers routine inquiries and refers calls not requiring dispatches to appropriate departments and agencies; maintains radio contact with field mobile units to coordinate emergency services, receives and transmits information; keeps command personnel informed of status of emergency situations; maintains records of communications activities; updates special files, street lists, and maps; tests communications equipment and reports malfunctions; performs related duties and responsibilities as required.

MINIMUM QUALIFICATIONS

DISPATCHER I

Knowledge of:
- Principles, practices, and procedures involved in public safety communications work;
- Geography of the City and the location of streets and important buildings;
- Operation of radio/telephone receiving and transmitting equipment; and
- Computer terminal and Teletype operations.

Ability to:
- Understand English and speak it clearly in a well-modulated voice using good diction and appropriate grammar;
- Learn and apply Federal Communications Commission (FCC) regulations governing voice, radio and teletype communications;
- Effectively work under conditions of emergency;
- Make quick and appropriate determinations in all situations;
- Adjust quickly to changing situations and priorities;
- Maintain accurate records;
- Type accurately at a moderate speed;
- Accurately read and interpret maps;
- Remain courteous and calm while interacting with the public;
- Handle simultaneous calls;
- Listen and comprehend radio calls while talking on the phone; and
- Establish and maintain effective working relationships.

Experience and Training Guidelines

Experience: Some experience providing information and assistance to the public is desirable.

Training: Equivalent to the completion of the twelfth grade.

License or Certificate: Must obtain a P.O.S.T. Basic Dispatch Certificate within twelve (12) months of appointment; and typing certificate of 30 Net Words Per Minute, with no more than five (5) errors.

DISPATCHER II

In addition to the qualifications for Dispatcher I:

Knowledge of:
- Rules, policies, and regulations regarding dispatching services
- Report writing; and
- Principles of functional supervision, training and dispatching operations.

Ability to:
- Write clear, concise reports and instructions;
- Identify and implement efficient work practices and procedures;
- Maintain mental capacity which allows the capability of making sound decisions and demonstrating intellectual capabilities;
- Train others in the use of communications equipment.

Experience and Training Guidelines

Experience: One (1) year experience as a California law enforcement radio dispatcher.

Training: Equivalent to the completion of the twelfth grade.

License or Certificate: P.O.S.T. Basic Dispatch Certificate.

SPECIAL REQUIREMENTS

Pass a background investigation including polygraph and psychological exam and a medical exam which may include drug testing, an audio test and vision exam; work rotating shifts including weekends and holidays.

WORKING CONDITIONS

Environmental Conditions: Office environment; exposure to computer screens.

Physical Conditions: Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time and the wearing of headsets while on duty.