CITY OF OCEANSIDE

Revised: April 2014
JOB CODE: POLICE27
UNIT: OPOA (Non-Sworn)

PUBLIC SAFETY CALLTAKER

*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 administrative, emergency and 9-1-1 telephone calls for police and fire emergency and other calls for service, and to relay the requests to appropriate personnel; to dispatch fire personnel and equipment utilizing radios where required; to operate computer terminals; and to perform related work as required.

CLASS CHARACTERISTICS

This class is distinguished from the Public Safety Dispatcher by the fact that this class is only responsible for the answering of incoming administrative, emergency and 9-1-1 calls and formatting calls for service. Employees may be required to dispatch fire personnel and equipment utilizing radios where appropriate. Employees are required to obtain the P.O.S.T. Basic Dispatch Certification within twelve months of appointment. Advancement to the Public Safety Dispatcher is based on training, education and a demonstrated proficiency in performing the assigned functions. Advancement is not based on time in grade but solely at the discretion of the Police Chief and the organizational needs of the department.

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; may be required to maintain radio contact with fire 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

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;
- Train others in call taking techniques and principles.

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 or equivalent.

License or Certificate: Possession of, or ability to obtain, prior to appointment, an appropriate Class C, valid Driver's License; a typing certificate of 30 Net Words Per Minute, with no more than five (5) errors. Must obtain a P.O.S.T. Basic Dispatch Certificate within twelve (12) months of being hired.

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.