



Dispatcher

Class Code:
G24

Bargaining Unit: General Employees
Association

CITY OF FOUNTAIN VALLEY
Established Date: May 1, 2007
Revision Date: May 1, 2007

SALARY RANGE

\$25.55 - \$31.05 Hourly
\$2,044.15 - \$2,484.00 Biweekly
\$4,429.00 - \$5,382.00 Monthly
\$53,148.00 - \$64,584.00 Annually

CLASS DESCRIPTION:

CLASS DEFINITION

To perform skilled work in receiving and transmitting police radio and telephone calls, dispatch appropriate personnel and equipment, maintain detailed records of activities in response to each request, and other duties as assigned

DISTINGUISHING CHARACTERISTICS

This classification requires successful completion of the Public Safety Dispatchers Basic Course. Although work is performed within established policies and procedures, it requires the exercise of sound judgment in emergency situations.

SUPERVISION RECEIVED AND EXERCISED

The incumbent works under the general supervision of the Lead Dispatcher or Watch Commander.

ESSENTIAL DUTIES:

- Receive and process emergency calls for police and fire protection services or information; promptly and efficiently dispatch personnel and equipment to accident, rescue, and emergency scenes
- Analyze requests for police service; determine priority ranking of each request and the kind and level of service to be dispatched in initial response; and determine available units to dispatch
- Listen to each radio transmission from police personnel in the field; acknowledge and comply with request for action or information
- Maintain awareness of position of each police unit and activities in which personnel are engaged; check periodically with personnel to verify position and activity; supply back-up personnel; and take other appropriate steps to provide for the safety of field personnel
- Maintain detailed records of each service request, each action taken, and the time each action was taken
- Operate dispatch equipment and computer equipment
- Input and retrieve a variety of public safety information using a computer; enter, update, and retrieve information regarding wanted persons, stolen property, vehicle registration, stolen vehicles, and other information

- Notify ambulance personnel, alarm company, traffic and signal maintenance, and other related personnel concerning emergencies
- Maintain knowledge of the geography, street locations, and landmarks in the City and a general knowledge of the geography and landmarks of surrounding cities

OTHER JOB-RELATED DUTIES:

- Assist in training new personnel in the operations of the Dispatch Center
- Perform a variety of record keeping, filing, and other general clerical duties
- Perform other duties as assigned

QUALIFICATIONS GUIDELINES:**EDUCATION:**

- Graduation from high school or equivalent
- Successful completion of the Public Safety Dispatchers Basic Course or successful completion of the P.O.S.T. Basic Dispatcher Training Equivalency Examination within the last year

EXPERIENCE:

- One year of radio work, preferably in a municipal setting, or successful completion of probation as a Dispatcher in a municipal setting is preferred but not required

KNOWLEDGE OF:

- The proper operation of telephone, voice radio, and burglar alarm reception equipment
- The proper operation of computer, speed dialer, dictaphone/tape recorder, and teletype machines
- The geography of the City and location of streets and important buildings
- State mandated data bases including driver's license, vehicle registration, warrants, and restraining orders
- Correct English usage, spelling, punctuation, and grammar

REQUISITE ABILITIES:

- Analyze situations and adopt quick, effective courses of action in emergency situations, in accordance with established rules and regulations
- Speak clearly, in a well-modulated voice, and use proper diction
- Effectively communicate with and elicit information from upset and irate citizens
- Follow oral and written instructions and carry out assignments with minimal supervision
- Type at a speed necessary for successful job performance
- Establish and maintain effective working relationships with other employees, City officials, and the public
- Maintain the security of criminal offender and other confidential information
- Prepare and maintain a variety of records and reports

SPECIAL REQUIREMENT:

- Ability to work evenings, holidays, weekends, irregular hours, and variable shifts
- Ability to work closely with others and in confined spaces, around electrical energy
- Normal vision and hearing acuity

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS:

Work is primarily performed in an office environment requiring prolonged sitting; walking, kneeling, crouching, squatting, stooping, bending, leaning, and twisting; operate a computer terminal, telephone and dispatch equipment; exposure to computer glare, vibrations, and pitch; ability to lift, carry, and move objects totaling approximately 15 pounds in weight; and have mobility, vision, hearing, and dexterity levels appropriate to the duties to be performed.

NOTE:

The above statements are intended to describe the general nature and level of work performed by persons assigned to this job. They are not intended to be a comprehensive list of all duties, responsibilities, and skills required.

FAIR LABOR STANDARDS ACT DESIGNATION:

Non-Exempt