

City of San Bruno

**CLASS SPECIFICATION**

**CLASS TITLE:**

PUBLIC SAFETY DISPATCHER I/II

**DEFINITION:**

To perform a variety of duties involving the receipt and response to emergency and non-emergency calls for police and other City services; to prioritize and dispatch police and other emergency units; to perform related record processing and recordkeeping; and to perform support work as required.

**DISTINGUISHING CHARACTERISTICS:**

Public Safety Dispatcher I - This is the entry level class in the Public Safety Dispatcher series. Positions in this class typically require little directly related work experience. The Public Safety Dispatcher I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under close supervision while learning job tasks, progressing to relatively less supervision as procedures and processes of assigned area of responsibility are learned.

Public Safety Dispatcher II - This is the journey level class in the Public Safety Dispatcher series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive relatively less instruction or assistance and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level once the incumbent meets the qualification standards of the II level, demonstrates an ability to perform the full scope of the work, meets performance standards set by the department, and any assessment requirements to move to the II level.

**SUPERVISION RECEIVED AND EXERCISED:**

Public Safety Dispatcher I

Receives immediate supervision from an assigned supervisor or manager.

Public Safety Dispatcher II

Receives general supervision from an assigned supervisor or manager.

May exercise technical supervision over Public Safety Dispatcher I level personnel, as assigned.

**EXAMPLES OF DUTIES:**

*Duties may include, but are not limited to, the following:*

- Receive emergency, non-emergency and text to 911 calls from the public requesting police or other related services; determine nature and location of emergency; determine priority and dispatch emergency units as necessary and in accordance with established procedures; provide pre-arrival instructions; coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

- Use a computer aided dispatch (CAD) system to enter calls for service/radio traffic and monitor real-time status of situations; use an automated records management system (RMS) related to public safety activities to enter and retrieve information.
- Maintain contact with all units on assignment; maintain status and location of field units and monitor radio frequencies of outside public safety agencies.
- Enter, retrieve, and update information from teletype networks, including the California Law Enforcement Telecommunications System (CLETS) relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.
- Create, update and maintain internal files regarding calls for service.
- Perform a variety of responsible duties related to the processing of police reports, including those of a sensitive and/or graphic nature; receive, review, log, copy, upload, distribute and file police reports and records; make corrections.
- Process in-custody packets for Court officer including warrant declaration, felonies, and misdemeanors; process detention and disposition forms.
- May testify in court proceedings
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

## **QUALIFICATIONS:**

### Public Safety Dispatcher I

#### Knowledge of:

- Methods and techniques of proper telephone etiquette.
- Principles and practices of record keeping and filing.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

#### Ability to:

- Learn to answer and prioritize calls for police services and to dispatch appropriate units in response.
- Intermittently review documents related to dispatching operations; observe, identify, and problem solve incidents while dispatching, remember, understand, interpret and explain operational policies and procedures to the public and staff.
- 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; answer incoming telephone lines; and lift and carry weight of 25 pounds or less.

- Learn standard radio broadcasting procedures and rules associated with the operation of an emergency services communication network, including pre-arrival emergency instructions per established protocols; learn to monitor multiple frequencies.
- Learn to operate dispatch, teletype and other computer programs and equipment related to public safety communications and records.
- Learn to analyze a situation and determine an effective course of action; learn to adjust quickly to changing situations and assign reasonable priorities to incoming calls.
- Learn to interpret and apply laws, ordinances, and departmental policies and procedures.
- Learn to remain calm, speak clearly, listen and determine appropriate course of action during emergency situations.
- Perform multiple cognitive and manual tasks simultaneously.
- Express themselves in English in a clear, distinct, and understanding manner when speaking.
- Effectively communicate and maintain composure with and elicit information from hysterical, upset, irate, hearing impaired, and/or non-English speaking citizens.
- Preserve confidentiality of sensitive material routinely encountered as part of work assignment.
- Type at a speed of 35 words per minute, net of errors.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Contribute effectively to the accomplishments of City goals, objectives and activities.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge and abilities would be:

Equivalent to the completion of the twelfth grade.

One (1) year of public contact experience, in person or over the telephone, demonstrating a general aptitude for working with the public in a multi-task environment.

Public Safety Dispatcher II

In addition to the qualifications for the Public Safety Dispatcher I:

Knowledge of:

- Operations, services, and activities of a modern public safety telecommunications and dispatch center.
- Call taking and dispatch techniques and protocols used in public safety telecommunications and dispatching activities.

Ability to:

- Independently assess the nature and level of emergency and/or business calls for services and respond appropriately.
- Train Public Safety Dispatcher I level personnel, as assigned.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge, skills, and abilities would be:

Equivalent to the completion of the twelfth grade.

Three (3) years of progressively responsible experience performing duties similar to that of a Public Safety Dispatcher I with the City of San Bruno.

Special Requirements:

Possession at the time of hire and continued maintenance of a valid California Class C driver's license is required.

Public Safety Dispatcher I - Possession of an acceptable passing score from California POST Dispatcher Test Battery for Public Safety Dispatcher, and/or CitiCall, and/or other dispatcher skills testing deemed appropriate by the agency. Certificates issued within the last year will be considered valid.

Public Safety Dispatcher II - Possession of a California Peace Officer Standards and Training (POST) Intermediate Dispatch Certificate. An Advanced California POST Certificate is preferred.

Working Conditions:

Work is performed in a temperature-controlled office environment that is somewhat small and confining in Communications Center. The noise level in the work environment is usually noisy.

Category: Journey  
FLSA Classification: Non-Exempt  
Effective Date: October 26, 2022