

**CITY OF FONTANA
ON-CALL POLICE DISPATCHER**

DEFINITION: Under direction performs a variety of duties involved in receiving incoming calls for police emergency assistance and dispatching necessary units; performs a variety of general support duties related to dispatch activities including record keeping, typing and filing; and monitors teletype communications.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Receive emergency calls from the public requesting police or other emergency service; determine nature and location of emergency, determine priority and dispatch emergency units as necessary and in accordance with established procedures.
- Coordinate emergency calls and relay information and assistance requests involving other public safety agencies.
- Maintain contact with all units on assignment; maintain status and location of police field units.
- Answer non-emergency and maintenance service calls for assistance.
- Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of documents relating to public safety activities; prepare related reports as requested.
- Monitor alarm switchboard and dispatch assistance as needed.
- Operate a variety of public safety telecommunications equipment; test and inspect equipment as required.
- Enter, update and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.
- Learn departmental policies and procedures for service requests.
- Learn geographic feature and streets within the area served.
- Learn police codes, practices and methods.
- **Work under pressure, exercise good judgment and make sound decisions in emergency situations.**
- Effectively and courteously deal with the public.
- **Work various shifts as needed.**
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective cooperative working relationships with those contacted in the course of work.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and finger coordination in preparing statistical reports and data, using a computer

keyboard. Additionally the position requires near and far vision in reading correspondence and using the computer, and acute hearing when providing phone and counter service to the public. The need to lift, drag, and push files, paper and documents weighing up to 25 pounds.

EXPERIENCE AND TRAINING: Requires completion of the 12th grade or GED, successful completion of the probationary period as a police dispatcher in a law enforcement agency, two (2) years of full time dispatcher experience and completion of the P.O.S.T dispatcher course. Must be familiar with a CAD system similar to the one presently in use. A typing speed of 45 net wpm. Possession of, and continuously throughout employment, a valid CA Class C Driver's License.

Candidates must be available to work a minimum 10 hours per month.