

**CITY OF FONTANA
POLICE DISPATCHER I
POLICE DISPATCHER II**

DEFINITION: Under general and/or immediate supervision, performs a variety of duties involved in receiving incoming calls for police and 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.

DISTINGUISHING CHARACTERISTICS

Police Dispatcher I – This is the entry level class in the Police Dispatcher series. This class is generally used during the period and is distinguished from the Police Dispatcher II by the performance of the more routine tasks.

Police Dispatcher II – This is the journey level class in the Police Dispatcher series. Employees within this class are distinguished from the Police Dispatcher I level by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are normally filled from advancement from the I level, or when filled from the outside require prior work experience and certification. May participate in the training and evaluation of new communications staff.

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 registration, stolen vehicles and other information.
- Learn departmental policies and procedures for service requests.
- Learn geographic features 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 assigned.
- 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, 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 key board. Additionally, the position requires near and far vision in reading correspondence and using the computer, and acute hearing is required when providing phone and counter service to the public. The need to lift, drag and push file, paper and documents weighing up to 25 pounds also is required.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would provide the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

Police Dispatcher I

- Modern office equipment including computers and applicable software.
- Modern office procedures, practices and equipment.
- Correct English usage, spelling, punctuation and grammar.
- Methods and techniques for record keeping.

Police Dispatcher II

In addition to the qualifications of Dispatcher I, incumbents must have knowledge of:

- Standard operating procedures of police dispatching.
- Applicable Federal, State and local laws, codes and regulations.
- Police-related computer and teletype networks.
- Operational characteristics of standard office and dispatch equipment.
- Occupational hazards and standard safety practices.

Experience: Dispatcher 1 - Two (2) years of general clerical experience. One (1) year of telephone and/or dispatch experience is desirable. Dispatcher II - Successful completion of the probationary period as a police dispatcher in law enforcement agency.

Education: Dispatcher I - Completion of the twelfth grade, or equivalent.
Dispatcher II - Completion of the twelfth grade, or equivalent, and Successful completion of the POST mandated dispatcher course..

A typing speed of 45 wpm is required.

In addition, advancement from a Police Dispatcher I to a II requires incumbent to demonstrate competence in all phases/duties/responsibilities of the position and have recommendation of a Communications Supervisor.

Licenses/Certifications: Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License.