

**CITY OF FONTANA
POLICE DISPATCH CALL TAKER**

DEFINITION: Under general supervision performs a variety of general duties involved in receiving emergency and non-emergency calls by telephone, including 9-1-1 system, determines situations, elicits necessary information and relays essential information to dispatchers, staff and other agencies as needed; performs a variety of general support duties related to dispatch activities including record keeping, typing and filing; and monitoring 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 in accordance with established procedures.
- Utilize phone and computer system simultaneously and monitors multiple computer screens.
- Coordinate emergency calls and relay information and assistance requests involving other public safety agencies.
- 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
- 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 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.
- Provide immediate crisis intervention for agitated callers to calm them and thoroughly interview to obtain vital information.
- Effectively and courteously deal with the public.
- **Work shifts, weekends and holidays 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 specifically, and may require some walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily office activities. The position also requires grasping, extensive repetitive hand movement and finger coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence and using the computer, acute hearing, when providing phone service to the public. The need may arise to lift, drag, and push files, paper and documents weighing up to 25 pounds.

EXPERIENCE AND TRAINING: This position requires completion of the twelfth (12th) grade or GED and some general clerical experience (preferred). Experience with high volume telephone's and/or dispatching experience is preferred.

SKILL IN: Typing/keyboarding speed of 35 corrected wpm

LICENSES/CERTIFICATIONS: Possession of, and continuously throughout employment, a valid CA Class C Driver's License.