

POLICE DISPATCHER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, performs a variety of duties involved in receiving, evaluating, prioritizing, and relaying 9-1-1, emergency, and non-emergency calls for service for the cities of Antioch and Brentwood, as well as Antioch Animal Control; inputs calls into CAD (computer aided dispatch); dispatches appropriate units and coordinates response of emergency personnel; operates a variety of telecommunications equipment including radio, telephone, and computer aided dispatch systems; and performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Receive, classify, and prioritize all incoming calls to the dispatch center including 9-1-1 calls, emergency, and non-emergency calls received from citizens and allied agencies requesting service or information; operate a variety of public safety communications equipment including 9-1-1 emergency telephone equipment, computer aided dispatch systems, and multi-channel radio system.
2. Evaluate response necessary as dictated by a given request for service; determine nature, location, and priority of calls; operate computer aided dispatch system to create calls for service within response criteria guidelines; assign and dispatch personnel in accordance with policies and procedures; transfer calls to other appropriate agency in accordance with established procedures; obtain and dispatch other support services as necessary.
3. Maintain contact with all units on assignment; maintain status and location of field units; monitor multiple radio frequencies; relay emergency and non-emergency information to public safety personnel in the field.
4. Retrieve information from local, state, and national computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles, restraining orders, criminal histories, parolees, and other related information; relay information to officers in the field.
5. Operate computer terminals to enter, modify, and retrieve data such as stolen and recovered property, towed and stolen vehicles, missing and unidentified persons, citations, field interviews, driver license and vehicle registration information, and warrants on wanted persons; compose and transmit messages to other agencies.
6. Enter and remove data and information from various local, statewide, and national law enforcement computer systems including the Records Management System (RMS), Criminal Justice Information System (CJIS), and National Crime Information Center (NCIC); provide support to officers by gathering information from various computer systems including DMV, CLETS, and the County's system.
7. Notify and dispatch Antioch and Brentwood Public Works staff, and Antioch Animal Control Officers for after hours call outs.

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8. Monitor the County Warning Systems Computer (CWS).
9. Implement Amber Alerts and Code 666's.
10. Monitor the security cameras and security doors inside and surrounding the Antioch Police Department.
11. Testify in court.
12. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of a public safety telecommunications and dispatch center.
- Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems.
- Law enforcement and emergency service procedures for responding to and handling reported incidents.
- Techniques of questioning for both emergency and non-emergency calls.
- Methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.
- Radio codes currently used by the Police Department.
- Functions of the Police Department and other City departments.
- Geographic features and locations within the area served.
- English usage, spelling, grammar, and punctuation.
- Modern office procedures, methods, and computer equipment.
- Pertinent federal, state, and local laws, codes, and regulations.
- Methods and techniques of telephone etiquette.
- Methods and techniques of conflict resolution.
- Principles and procedures of record keeping.

Ability to:

- Respond to and resolve difficult and sensitive citizen inquiries and complaints.
- Effectively communicate and elicit information from upset and irate callers.
- Speak clearly and concisely in an understandable voice via radio and telephone and in person.
- Hear and distinguish radio voice traffic within normal levels and over background noise.
- Make independent decisions that affect the safety of public safety personnel, citizens, and property such as those involved in determining the urgency of requests received and the appropriate action to take.
- Dispatch police units quickly and effectively.
- Think quickly, calmly, and clearly in emergency situations.
- Perform multiple tasks simultaneously.
- Operate a variety of telecommunications receiving and transmitting equipment including radio transmitting communication equipment, teletype equipment, and computer equipment.
- Operate specialized public safety computer systems and applications.

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- Read and interpret maps and other navigational resources and give directions.
- Type and enter data accurately at a speed of 45 net wpm.
- Work under pressure, exercise good judgment, and make sound decisions in emergency situations.
- Understand and follow oral and written instructions.
- Interpret, apply, and explain applicable federal, state and local policies, procedures, laws, codes and regulations including police records retention and dissemination policies and procedures.
- Maintain composure, alertness and concentration while working for extended periods of time.
- Compile, maintain, process, and prepare a variety of records and reports.
- Deal tactfully and courteously with the public reporting emergencies and seeking information or filing a report.
- Maintain confidentiality.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines

ENTRY LEVEL CANDIDATES:

Education/Training:

Graduation from high school or equivalent.

Experience:

Some experience in a law enforcement agency in the capacity of public safety Dispatcher (Police, Fire or Emergency Medical Services) that included utilization of a computer aided dispatch system to perform job duties is desirable.

LATERAL CANDIDATES:

Education/Training:

Graduation from high school or equivalent, supplemented by successful completion of the basic Dispatcher course.

Experience:

Two (2) years of experience in a law enforcement agency in the capacity of public safety Dispatcher that included utilization of a computer aided dispatch system to perform job duties.

License or Certificate:

Entry Level Candidates/Employees: Ability to obtain the P.O.S.T. certification in Basic Police Dispatch within 12 months of completing probation. **Lateral Candidates/ Employees:** Possession of the P.O.S.T. certification in Basic Police Dispatch.

All Candidates/Employees: Possession of an appropriate, valid California driver's license and a satisfactory driving record are a condition of hire. A satisfactory driving record is one absent of misdemeanor convictions or multiple infraction convictions. Loss of a driver's license and/or an unsatisfactory driving record may result in employee discipline, up to and including termination.

Criminal Record:

All Police Dispatchers shall not have been convicted of any felony. A misdemeanor conviction may result in applicant disqualification and employee disciplinary action, up to and including termination. A complete background investigation will be conducted prior to hire.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed in an office and/or emergency services dispatch center setting with extensive public contact; incumbents are required to work evening, night, weekend, and holiday shifts; incumbents may be called back or held over to maintain staffing levels.

Physical: Primary functions require sufficient physical ability and mobility to work in an office and emergency dispatch center setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard and headset; and to verbally and audibly communicate to exchange information.

FLSA: Non-Exempt

Created: December 1989
Revised: July 2014; July 2015

This class specification identifies the essential functions typically assigned to positions in this class. Other duties not described may be assigned to employees in order to meet changing business needs or staffing levels but will be reasonably related to an employee's position and qualifications. Other duties outside of an individual's skill level may also be assigned on a short term basis in order to provide job enrichment opportunities or to address emergency situations.