

CITY OF FOLSOM

DISPATCHER I/II

DEFINITION

Under immediate and general supervision, receive all incoming requests for service either by telephone or radio; evaluate information received, determine proper course of action, and follow departmental procedures in carrying out the correct course of action. Dispatcher IIs may oversee, monitor, and/or direct the work of lower level personnel.

DISTINGUISHING CHARACTERISTICS

The Dispatcher I is the entry-level class of the Dispatcher series. Initially under close supervision, the incumbents perform the more routine duties while learning city policies and procedures and becoming familiar with the variety of departmental systems and practices and how to handle increasingly more difficult and stressful calls. As experience is gained, duties become more diversified and are performed under more general supervision. This class is flexibly staffed with Dispatcher II and incumbents may be advanced to the higher level after one year, successful completion of the P.O.S.T. Basic Public Safety Dispatcher Course, and demonstrating proficiency that meets the qualifications.

The Dispatcher II is the experienced/journey level class in the series, fully competent to independently perform the full range of duties. This class is distinguished from those in the lower classification of Dispatcher I by the relative independence with which they perform their duties of applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor, and the possibility of being assigned as a Communications Training Officer.

EXAMPLES OF ESSENTIAL DUTIES

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

- Receive and respond to incoming routine and emergency telephone and radio calls, including 911 emergency calls.
- Process calls from the public and dispatch police units using a computer-aided dispatch system.
- Answer inquiries and public complaints, and dispatching appropriate units or equipment to handle routine and emergency calls.
- Supply information to the public.
- Maintain contact with local units on assignment and with personnel from other law enforcement agencies.
- Monitor, respond to, and determine proper course of action related to radio transmissions.

- Compile data and prepare reports of calls for service, equipment dispatched, and disposition.
- Use computer system to request information from other law enforcement agencies and to input and retrieve data.
- Perform a variety of difficult and technical police record keeping work.
- Conduct all types of searches, including body and strip searches as necessary; monitor collection of bodily samples.
- Perform general office assistance and assignments.
- Perform related duties as assigned.

EMPLOYMENT STANDARDS

NOTE: The level and scope of the knowledge and abilities listed below are related to job duties as defined under “Distinguishing Characteristics.”

Knowledge of:

- Telephone techniques and etiquette.
- Modern office procedures, techniques, and equipment.
- Recordkeeping methods and procedures.

Ability to:

- Learn to effectively operate computer aided dispatch system rooms, 9-1-1 telephone equipment, and radio equipment.
- Follow and interpret oral and written instructions.
- Accurately transfer information.
- Type accurately from a clear copy.
- Read and interpret manuals and codes.
- Remain calm, act quickly, and use good judgment in all situations.
- Compile information and maintain records.
- Interact with the public courteously, with patience, and a positive attitude.
- Work a variety of shifts including nights, weekends, and holidays.
- Effectively communicate verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Minimum Qualifications:

Dispatcher I

Experience:

Two (2) years of full-time clerical experience involving substantial public contact.

Dispatcher II

Experience:

One (1) year of full-time dispatch experience with a governmental law enforcement agency. Duties routinely performed must be similar to those completed by dispatchers at the Folsom Police Department. Incumbents must have utilized a computer-aided dispatch system to perform job duties.

License, Certificate, Registration Requirements:

Some positions may require the possession of, or the ability to obtain and retain, a California Class C driver license by the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Dispatcher I

As part of probation, a Dispatcher I must successfully complete a 120-hour P.O.S.T. Basic Public Safety Dispatcher course within 12 months of hire.

Dispatcher II

Possession of a current and valid P.O.S.T. Dispatch Certificate.

Physical Requirements:

Work is performed in a typical office environment. (1) Mobility: frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/ Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/ Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. (7) Environmental: frequent exposure to noise.

Other Requirements:

Must be willing to work varied, rotating shifts, including nights, weekends, and holidays.

Information Block

Class Code:

FLSA Status:

Established:

Revised:

Retitled:

Workers Compensation Code

Bargaining Unit: