

POLICE DISPATCHER I**DEFINITION**

Under supervision to dispatch, record information, and maintain contact with officers in the field; to assist with booking functions; and to perform related work as required.

EXAMPLE OF DUTIES

Performs public safety dispatch duties on an assigned shift to support police functions; receives emergency and business inquiries concerning questions, problems, crimes, and emergencies; determines nature and priority of calls, locations of incidents, and how to respond; maintains field contact with police officers, providing records information; indexes case records and incident reports; answers telephone lines, providing information and routing callers to appropriate staff; supplies a variety of information to Department visitors; assists with the maintenance of daily logs; operates a teletype system to request and send information; maintains emergency notification data for City businesses; monitors holding areas when occupied; confirms outstanding warrants with other law enforcement agencies; assists with the search, booking, and interrogation of suspects and prisoners.

SPECIAL REQUIREMENTS

Possession of an appropriate California driver's license.

Possession of a National Crime Information Center certificate insuring knowledge of laws and rules concerning nationwide teletype system, or ability to obtain within six months of initial appointment.

Ability to complete required California Commission on Peace Officer Standards and Training Basic Dispatcher course within one year of initial employment.

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EMPLOYMENT STANDARDS

Knowledge of:

- Basic functions, procedures, and policies of public safety operations.
- Laws and regulations governing the release of information from law enforcement agency records.
- Modern office methods, equipment, and procedures including automated equipment and software related to dispatch and office support functions.
- Proper telephone techniques and procedures.
- Geography of the local community.
- Operation of and regulations governing the use of radio and teletype equipment.
- Booking and holding procedures and regulations.

and

Ability to:

- Compile, maintain, process, and prepare a variety of records and reports related to dispatch operations.
- Take complaints, gathering essential information for expeditious and accurate disposition of complaint.
- Operate radio, telephone, teletype, and automated equipment.
 - Type at prescribed speed of 40 words per minute.
 - Interpret the policies, functions, and procedures of the Police Department.
 - Assist with booking procedures.
 - Follow oral and written instructions.
 - Think clearly and act quickly and calmly in emergency situations.
 - Maintain courteous and tactful but firm relationships with the public.
 - Establish and maintain cooperative working relationships.
 - Communicate effectively orally and in writing.

and

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EMPLOYMENT STANDARDS - (cont.)

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

Education: Graduation from high school or G.E.D. is desirable.

Work Background: One year of experience in a responsible office assistance or dispatching position preferably working with a police or other public safety agency.

August 1992

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