

CITY OF HEMET

PUBLIC SAFETY DISPATCHER

DEFINITION

Under general supervision, receives requests for fire/law enforcement services and dispatches units via radio; maintains contact with department personnel in the field and stations; performs related duties as required.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

1. Receives requests for fire and police service over the phone; screens incoming calls to determine necessity, priority, and type of response required; monitors other radio frequencies to be aware of incidents elsewhere that may affect City police operations; monitors alarm systems.
2. Dispatches, as necessary, police and/or fire units in response to calls for service or requests from officers in the field; uses law enforcement terminology and cites Code sections by number; calls public and private agencies, such as allied law enforcement, hospitals, towing services, and utilities and requests mutual assistance when necessary.
3. Keeps track of fire and police unit locations and status; maintains constant radio communication with personnel in the field; runs warrant checks on subjects, registration checks on vehicles, and property checks; relays information and instructions to personnel in the field.
4. Maintains accurate log of incoming service requests and actions taken; prepares other reports and records as directed; maintains files necessary for dispatch as assigned; types routine logs and reports.
5. Provides general information to the public; as necessary, refers callers to appropriate agencies; calms angered or distraught callers; maintains calm in radio transmissions during hectic, tense, and dangerous situations.
6. Provides temporary and vacation relief for other dispatchers as necessary; may perform matron duties.

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for satisfactory job performance. Example combinations include graduation from high school or equivalent, and one year of experience in typing and general clerical work.

Knowledge, Skills, and Abilities

Considerable knowledge of office procedures, recordkeeping system, forms, correspondence, reports and other materials common to operation of a police department; police and fire dispatching procedures and the laws and regulations governing the use of dispatching equipment in a law enforcement agency; agencies involved with police activities; Penal Code, Vehicle Code, and local municipal code; 911 system and TDD Deaf Translation System; computerized systems used in municipal law enforcement agencies. Ability to learn the standard broadcasting procedures and rules associated with the operation of law enforcement and fire communication; deal constructively with conflict and develop effective resolutions; maintain the confidentiality of records; exercise independent judgment and work with a minimum of supervision; type at least 25 wpm or operate computer terminal at a comparable rate.

Special Requirements

Possession of or ability to obtain a valid Class III California driver's license and a satisfactory driving record.

Must be 18 years of age and be able to pass an intensive background check.