

## **SENIOR COMMUNICATIONS DISPATCHER**

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### **DEFINITION**

Under general supervision, assists with the supervision of the communications dispatch unit by providing technical assistance and oversight responsibility for ongoing activities and participates in receiving requests for public safety services and dispatching; and performs related duties as required.

### **REPRESENTATIVE DUTIES**

*The duties listed below are examples of the work typically performed by the employee of this class. Not all assigned duties may be listed and some assigned duties may not be listed below. Marginal duties are those which are non-essential job functions for this class.*

1. Oversees and participates in the receiving of 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; and monitors alarm systems.
2. Oversees and participates in dispatching 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; and calls public and private agencies to request mutual assistance when necessary.
3. Keeps track of fire and police unit locations and status; maintains constant radio communications with personnel in the field; runs warrant checks on subjects, registration checks on vehicles and property checks using Computer Aided Dispatcher System; and relays information and instructions to personnel in the field.
4. Maintains log of incoming service requests and actions taken; may take criminal reports over the phone; compiles statistical reports; prepares other data and records as directed; maintains files necessary for dispatch; enters information into the computer system; and may testify in court.
5. Trains assigned personnel in job-related techniques and provides relevant information affecting emergency service dispatchers; prepares and conducts periodic training sessions; schedules personnel for training; assigns work tasks; receives and routes requests for leave; reviews work in progress; advises staff on proper procedures and ensures corrections are made; and advises supervisor of potential problems and concerns from staff.
6. Inspects equipment to assure its proper working conditions and arranges for regular and special servicing.
7. Oversees the department's data processing functions; ensures accuracy and timeliness of dispatch reports; and trains operators and ensures proper and timely maintenance of hardware and software.

## **EMPLOYMENT STANDARDS**

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### **Education and/or Experience**

Three years of police dispatching experience, including one year conducting training or any combination of training and experience that provides the desired knowledge and abilities.

### **Knowledge of:**

Office procedures, record keeping systems, forms, correspondence, reports and other materials common to public safety operations; police dispatching procedures and the laws and regulations governing the use of dispatching equipment in a law enforcement agency; agencies involved with police activities; and Penal Code, Vehicle Code and local municipal law enforcement agencies, principles and practices of supervision and basic training methods.

### **Ability to:**

Communicate clearly and concisely, both verbally and in writing; conduct research and prepare reports; deal with the public in situations requiring diplomacy and tact; understand, explain and apply policies and procedures; use a computer in entering and retrieving data and/or typing letters, forms and reports; deal constructively with conflict and develop resolutions; supervise and train assigned staff; maintain the confidentiality of records; exercise judgment; work independently; operate a dispatch station; and type at a rate sufficient to perform the assigned duties.

### **Special Requirements**

Possession of or ability to obtain a valid California Driver's License may be required.

### **Physical Demands**

Excellent hearing to perceive spoken communications; vision to read manuals, handwritten materials and computer screen in low light; mobility to reach and move about in the dispatch room; sit for long periods of time; work for long periods without a break; remain alert during periods of limited activity; and reach and carry files and computer printouts, coordination and vision to use a keyboard and computer.

## **WORKING CONDITIONS**

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Shift work with periodic change in shift; work without supervision or immediate assistance on all shifts; stress of emergencies and of rapid change in circumstances; noise and distraction from radios, telephones and multiple conversations; environment is generally clean with limited exposure to conditions such as dust, fumes, odors, or noise; daily use of a computer.

Date Adopted: August 6, 1996

**Date Revised: March 17, 2014**