



A NATIONALLY ACCREDITED COMMUNICATIONS CENTER

COMMUNICATIONS OFFICER II – PUBLIC SAFETY DISPATCHER

Employee Association

BASIC FUNCTIONS AND RESPONSIBILITIES:

The Communications Officer II (CO II) position encompasses all aspects of the Communications Officer I (CO I) job description. This position responds to emergency and non-emergency calls for service by dispatching appropriate public safety unit(s) and monitoring status. CO II maintains contact with all Fire/Police/EMS agencies to ensure their status is reflected accurately at all times and quickly and accurately answers urgent radio transmissions. CO II works closely with CO I to ensure essential information is gathered in a timely manner and reflected accurately at all times.

This position is responsible, time sensitive work involved in the transmission of radio and telephone messages and requests for police and fire services. The employee deals with sensitive information in a discreet and professional manner. The employee is involved in dispatching police and fire/EMS response units in accordance with the location and nature of the call for assistance. CO II operates two-way radios and state-of-the-art computer terminals in receiving and transmitting calls. Work is performed within prescribed rules and regulations. Performance is evaluated by a Supervisor through observations of daily activities, logs and interaction with the individuals assigned. All voice and data entry work performed by the CO II is continually recorded and is constantly subject to live monitoring for later review and critique and may include public disclosure of such work.

This position is represented by the Valley Communications Center Employees Association Bargaining Group.

ESSENTIAL JOB FUNCTIONS:

- Obtains and relays accurate and essential information necessary to establish priority and initiate a timely response to emergency calls. Determines the appropriate response to an incident.
- Relays updated information as received and accurately records it in a timely manner.
- Handles more than one incident or request at a time.
- Assists other employees as necessary when not occupied with primary call answering or dispatch duties.
- Attends mandatory trainings and/or meetings as directed.
- Be reliable, dependable and report for work on a consistent and predictable basis.
- Accurately type 40 net words per minute while listening and conversing simultaneously.
- Supports the Commission on Accreditation for Law Enforcement Agency (CALEA) accreditation program.
- Performs additional duties as directed.
- Work shift work encompassing a 24-hour day, seven-day week; inclusive of days, evenings, nights, weekends and holidays.

INTERPERSONAL CONTACTS

Contacts are made both inside and outside the organization. Internal contacts frequently include the Communications Officers, Supervisory staff and Administrative personnel. External contacts may include Center customers, outside vendors, governmental personnel, applicants and citizens. This position is representative of the Center and therefore it is critical that all interactions are respectful and professional. Interactions tend to focus on information exchange and the receiving and giving of procedural changes. A majority of external interactions are via telephone or electronic exchange.

REQUIRED KNOWLEDGE OF/SKILL IN:

- Making timely decisions which affect the outcome of Public Safety Services.
- Remaining calm, conveying reassurance and instilling confidence in the field units with a demeanor that results in appropriate response to the situation.
- Map reading including knowledge of adjacent areas, directions of travel, hundred blocks and freeway access.
- Operating a computer, telephone and radio system with essential peripherals and program applications.

REQUIRED ABILITY TO:

- Maintain a high level of confidentiality and professionalism regarding sensitive internal and external information.
- Speak the English language coherently and clearly, possessing an excellent vocabulary and verbally communicate effectively. Speaking another language in addition to English is beneficial but not a requirement.
- Be available by telephone at his or her own expense.
- Work through complex technical tasks involving various public safety communications systems.
- Interact effectively with people in a multi-cultural society under extremely stressful situations.
- Record names and numbers rapidly and accurately.
- Remember numerous details and quickly re-call essential information.
- Work up to twelve (12) hours at a time, continuously wearing a communications headset, while still being able to hear and understand other outside sources to include conversations with large amount of internal and external background noise.
- Hear and react to multiple simultaneous sound and visual sources in a timely manner is critical.
- Ability to quickly work multiple time-sensitive tasks in response to visual and sound stimuli with a high degree of accuracy.
- Hear and react to multiple simultaneous sound and visual sources in a timely manner is critical.
- Work as a team member, establish good working relationships and provide excellent internal and external customer service.
- Work effectively in a disciplined environment with close supervision and carry out lawful orders regardless of personal agreement.

- Report or stay on duty for up to four (4) hours before or after normal work shift if ordered or requested to.

REQUIRED EDUCATION AND EXPERIENCE:

- High School diploma or equivalent.
- 18 years of age or older at time of hire.

DESIRED QUALIFICATIONS:

- Basic experience in computer terminal operation.
- One year or more experience in the public safety field.

WORK ENVIRONMENT:

- Must be prepared to stay in the Center for the full scheduled shift. Uninterrupted breaks and lunch are not guaranteed.
- Position is extremely stressful, emotionally charged and plays a critical role in public safety service delivery. Must take information from callers who may be excited, abusive, foulmouthed, incoherent, drunk or hysterical.
- Work is performed in a low-light and confined environment. Must be able to work in a confined environment for eight to twelve hours at a time.
- The employee is subject to "call back" on short notice.
- The employee will assist Call Receivers in answering in-coming calls, workload permitting. Dispatchers may be assigned Call Receiver duties for extended periods of time.
- May be asked to participate in Police/Fire/EMS ride-alongs.

PHYSICAL, SENSORY AND MENTAL DEMANDS:

- Individual must sit or stand while observing a computer display screen for long, uninterrupted periods of time. Individual must have adequate hearing and visual acuity to operate successfully in this environment.
- Must continually demonstrate a high level of mental and emotional stability.
- Individuals must be free from physical, sensory or mental impairments that with or without reasonable accommodation would interrupt continuous performance of a shift lasting from eight to twelve hours.
- Ability to read and discern visual images on a variety of media, to include small liquid crystal displays offering very little brightness/darkness contrast, standard flat panel computer monitors, printed matter that has been reduced to less than normal size type, multi-colored indicator lights which have differing flash rates and color which indicate the status of electronic functions.
- See Appendix COII - A