



A NATIONALLY ACCREDITED COMMUNICATIONS CENTER

COMMUNICATIONS OFFICER II – PUBLIC SAFETY DISPATCHER

Employee Association

BASIC FUNCTIONS AND RESPONSIBILITIES:

This is responsible, time sensitive work involved in the transmission of radio and telephone messages and requests for police and fire services. The employee will be required to deal 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. Dispatchers operate 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 the Team Supervisor through observations of daily activities, logs and interaction with the individuals assigned. All voice and data entry work performed by the Dispatcher is continually recorded and is constantly subject to live monitoring for later review and critique and may include public disclosure of such work.

DISTINGUISHING CHARACTERISTICS:

This position responds to emergency and non-emergency calls for service by dispatching appropriate public safety unit(s) and monitoring status. This position maintains contact with all Fire/Police/EMS agencies to ensure their status is reflected accurately at all times. This position maintains contact with Call Receivers to ensure essential information is gathered in a timely manner and reflected accurately at all times. Quickly and accurately answers urgent radio transmissions from field units.

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

ESSENTIAL JOB FUNCTIONS:

Advises, requests information and otherwise communicates with Call Receiver and agency contacts to obtain or relay accurate and essential information necessary to establish priority and initiate a timely response to emergency calls

Determines the appropriate agency/agencies that should respond to an incident

Continually updates information as received and enters it into the computer in a timely manner

Processes more than one incident at a time

Assists other call receivers as necessary when not occupied with primary call answering or dispatch duties.

Attends shift meetings and/or debriefing before or after work as directed.

Makes referrals, if appropriate.

Performs additional duties as directed.

REQUIRED KNOWLEDGE OF/SKILL IN:

- Calms, negotiates, advises and otherwise communicates with callers to obtain accurate and essential information necessary to establish priority and initiate a timely response to emergency calls.
- Makes timely decisions which affect the outcome of Public Safety Services.
- Skill in remaining calm, showing empathy, conveying reassurance and to instill confidence in the caller that your demeanor will result in proper response to their needs.
- Knowledge of Valley Com service area, streets including landmarks. Knowledge of map reading concepts, including directions of travel, hundred blocks and freeway access.
- Skill in operating a computer, telephone and radio system with essential peripherals and program applications

REQUIRED ABILITY TO:

- Ability to be reliable and dependable and report for work on a consistent and predictable basis. (E)¹
- Ability to maintain a high level of confidentiality and professionalism regarding sensitive internal and external information.
- Must be able to accurately type 40 net words per minute and ability to type while listening and conversing simultaneously.
- Ability to speak the English language coherently and clearly, possess an excellent vocabulary and verbally communicates at a rapid speech rate. Ability to speak another language in addition to English beneficial, but not a requirement.
- Ability to deal effectively with people in a multi-cultural society under extremely stressful situations.
- Must have a phone at their place of residence or carry a pager at their own expense.
- Ability to record names and numbers rapidly and accurately and to quickly recall details and essential information. (E)¹
- Ability to listen and focus on essential conversation(s) with large amount of internal and external background noise. (E)¹
- Ability to quickly work multiple time-sensitive tasks in response to visual and sound stimuli with a high degree of accuracy.
- Ability to work up to twelve (12) hours at a time continuously wearing a communications headset that will cover one ear or fit within the ear canal of one ear, and be able to still hear and understand other outside sound sources not coming to the ear piece. (E)¹
- Ability to consistently think clearly and respond quickly in a wide variety of emergency situations. (E)¹
- Ability to work as a team member and establish good working relationships.

¹ Essential Functions

- Ability to report/stay on duty for up to four (4) hours before or after normal work shift if ordered or requested to.
- Ability to get to work at odd times: days, evenings, nights, weekends, and holidays (note: buses do not always run regularly or frequently on weekends, evenings and holidays).
- Ability to attend shift meetings, work related training and/or debriefing as directed.

REQUIRED EDUCATION AND EXPERIENCE:

High School diploma or equivalent. Basic experience in computer terminal operation preferred. One year experience in the public safety field or completion of a vocational dispatch training course beneficial.

WORK ENVIRONMENT:

- Must be prepared to stay in the Center for the full scheduled shift. Must schedule lunch and breaks with the Team Supervisor. Uninterrupted breaks and lunch are not guaranteed.
- Work is performed in a low-light, confined environment under high stress, emotionally charged environment 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.
- Must be able to work in a confined environment for eight to twelve hours at a time.
- Must wear a lightweight telephone headset for duration of shift.
- Must be able to work shift work encompassing a 24-hour day, seven-day week; inclusive of days, evenings, nights, weekends and holidays.
- 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.

PHYSICAL, SENSORY AND MENTAL DEMANDS:

- Individual must sit 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 monochrome CRT display screens, 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. (E)
- See Appendix CO II- A

Approved: