Santa Cruz Regional 9-1-1

PUBLIC SAFETY DISPATCHER I (Trainee Level)

Class Purpose:

Under supervision, Public Safety Dispatcher I's perform the full range of radio-telephone operational duties in dispatching public safety personnel and equipment. This is the trainee level class in the Public Safety Dispatcher series.

Distinguishing Characteristics:

Public Safety Dispatchers receive routine and emergency calls and transmit messages via communications systems consisting of radio, 9-1-1 emergency telephone lines and data terminals which operate on a seven day, 24-hour basis. Incumbents report to an Operations Supervisor, who is responsible for supervising, directing, assigning and evaluating the work of dispatch employees on an assigned shift. During periods of extensive training, incumbents may report to a Senior Public Safety Dispatcher or a Communications Training Officer.

Typical Tasks:

Transmits and receives messages to and from User Agencies via public safety radios, 9-1-1 emergency telephone lines, data terminals, and other communications equipment.

Monitors and maintains status of assigned public safety personnel and equipment; may initiate actions to ensure adequate area-wide protection.

Analyzes situations accurately and takes effective action to help assure field safety.

Receives reports of situations which may result or have resulted in various types of emergencies and coordinates the dispatching of emergency vehicles and public safety personnel.

Reads and utilizes computer codes, formats and displays.

Inquires, interprets, verifies, receives and disseminates information from national, state and local law enforcement computer networks.

Maintains records and prepares reports of calls received and actions taken as necessary.

Qualifications:

Knowledge of:

- the operation of a typical office computer system and video display terminals.

- public safety and related User agencies that provide emergency services in the area.

- recordkeeping techniques and proper office procedures.

- primary roads, streets, highways, area, major buildings and public facilities within the boundaries of the Authority User and Associate User Agencies.

Skill and Ability to:

- learn to effectively operate the public safety computer system, telecommunications system, video display terminals, radio dispatch consoles, and associated equipment.

- interpret rules, regulations, policies and procedures.

- prepare clear, concise and understandable written documents.

- learn to coordinate multiple events and emergency responses.

- read, write, spell, speak in a clear and concise manner.

- make sound decisions using all available information.

- read and interpret written instructions, city and county maps.

- establish and maintain effective working relationships with co-workers, supervisors, User agency personnel and the public.

- accomplish tasks in a controlled and competent manner while working under stress.

- learn and understand the techniques and methods used in a modern, midsize public safety communications center.

Training and Experience:

Any combination of training and experience which would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of graduation from high school **plus one (1) year of general office experience.** Specific work experience in a fast paced public contact or similar environment is highly desirable.

Minimum Employment Standards:

The minimum employment standards for all classifications are established by Policy No. 1021 and detailed within the *Critical/Essential Job Functions* for the position.

Licenses/Certificates:

Possession of a valid Cardio Pulmonary Resuscitation Level 'C' (CPR) card and Basic First Aid card issued by the American Red Cross or other authorized agency (within 6 months of employment).

Other Requirements:

Must be willing to work day, swing, graveyard and rotating shifts, holidays and weekends.

Incumbents must successfully complete an Authority prescribed training course in Basic Public Safety Dispatching and 9-1-1 Techniques.