

## **Santa Cruz Regional 9-1-1**

### **PUBLIC SAFETY DISPATCHER II**

#### *Class Purpose:*

Under general supervision, Public Safety Dispatcher II's perform the full range of radio-telephone operational duties in dispatching public safety personnel and equipment. This is the journey 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. This position is distinguished from the next lower class of Public Safety Dispatcher I in that the latter is the trainee level class.

#### *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 in, 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.

Provides backup to other dispatchers as necessary.

#### *Qualifications:*

Knowledge of:

- the operation of a public safety computer system, video display terminals, radio dispatching consoles, enhanced 9-1-1 telephone system and other associated public safety communications equipment

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- Public safety and related User agencies that provide emergency services in the area.
- Techniques, policies, methods and procedures used in the operation of a modern, mid-size public safety communications center.
- Record keeping 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.
- Center operational policies and procedures.
- Federal Communications Commission laws and regulations applicable to radio-telephone operation.

#### *Skill and Ability 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.
- Coordinate multiple events and emergency responses.
- Read, write, spell, and 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.

#### *Training and Experience:*

Any combination of training and experience which would provide the required knowledge, skills and abilities are qualifying. A typical way for lateral candidates to obtain the knowledge, skills and abilities would be the equivalent of graduation from high school **plus one (1) year of public safety dispatching experience** within a police, fire, emergency medical or consolidated

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emergency communications center. Promotional candidates should meet or exceed the promotional appointment criteria established by Policy No. 1050.

#### 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 60 days of employment).

#### Other Requirements:

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