

Santa Cruz Regional 9-1-1 Public Safety Dispatcher Assistant I

Class Purpose:

Under supervision, incumbents provide routine telephone, clerical, data entry and other technical assistance to the Public Safety Dispatchers as they carry out their radio-telephone and emergency 9-1-1 operational duties in dispatching public safety personnel and equipment.

Distinguishing Characteristics:

Public Safety Dispatcher Assistants receive routine calls and transmit messages via telephone and computerized systems and perform other routine duties while providing support and assistance to Public Safety Dispatchers. 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. This classification is distinguished from the next higher series of Public Safety Dispatcher classifications in that the latter are responsible for performing the full range of radio-telephone and emergency 9-1-1 operational duties.

Typical Tasks:

Relieves Public Safety Dispatcher personnel of routine and non-emergency telephone, clerical and data entry duties.

Transmits and receives routine and non-emergency messages to and from User Agencies and the public via designated telephone lines, data terminals, and other communications equipment.

Receives reports of situations which may result or have resulted in non-emergency, yet reportable occurrences, enters information regarding these situations into the Computer-Aided-Dispatch system, and routes the information appropriately.

Reads and utilizes computer codes, formats and displays.

Inquires, interprets, receives, enters 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.

Answers, screens and directs a variety of routine telephone calls from the public for information which requires knowledge of Center and User Agency procedures.

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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.
- 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.

Skill and Ability to:

- Learn to effectively operate the public safety computer systems, telephone system, video display terminals, and associated equipment.
- Interpret rules, regulations, policies and procedures.
- Prepare clear, concise and understandable written documents.
- 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.
- Learn and understand the techniques and methods used in a modern, mid-size public safety communications center.
- Perform varied clerical and record keeping duties.

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

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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:

None.

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 Telephone Procedures and Public Safety Computer Aided Dispatch Operations.