

**Santa Cruz Regional 9-1-1
Public Safety Dispatcher Assistant II
Essential/Critical Job Functions**

Class Purpose:

Under supervision, incumbents provide 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 Assistant II's receive emergency and routine telephone calls on 9-1-1 and 7-digit phone lines and transmit messages via telephone and computerized systems and perform other routine and urgent duties while providing support and assistance to the 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 lower class of Public Safety Dispatcher Assistant in that the latter does not perform emergency 9-1-1 duties or interpret information from public safety computer networks. The next higher series of Public Safety Dispatcher classifications are responsible for performing the full range of radio-telephone operational duties.

Typical Tasks:

Transmits and receives emergency, urgent and non-emergency messages to and from User Agencies and the public via 9-1-1 and 7-digit telephone lines, data terminals and other communications equipment.

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

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

Reads and utilizes computer codes, formats and displays.

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.
- Record keeping techniques and proper office procedures.

Public Safety Dispatcher Assistant II Essential/Critical Job Elements

- 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, 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 coworkers, 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.
- 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 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.

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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 and Emergency Telephone Procedures and Public Safety Computer Aided Dispatch Operations.

Incumbents must successfully complete an Authority prescribed training course in Emergency Medical Dispatch (EMD) within 6 months of employment.

Incumbents must maintain certification as an Emergency Medical Dispatcher (EMD) in accordance with Authority program requirements as specified by the Santa Cruz County Health Services Agency.

**Public Safety Dispatcher Assistant II
Essential/Critical Job Elements**

ESSENTIAL/CRITICAL JOB FUNCTIONS

Typical Tasks:

The *Typical Tasks* are detailed in the Class Specification entitled *Public Safety Fire/Emergency Medical Dispatcher* and are those duties that are essential to the function of this position.

Minimum Employment Standards:

Must be eighteen (18) years of age.

This is the minimum age for full time public employment.

Have the ability to hear and comprehend radio traffic and routine interpersonal communications with supervisors and dispatchers working adjacent console assignments.

One of the reasons the position exists is to perform this function.

Have color vision adequate to determine various console lighting and color monitor displays.

This position receives and dispatches calls for service. Having adequate color vision is necessary to perform these functions since they require reading a color monitor and deciphering color-coded prompts.

Have the ability to read, write and speak clear and concise English.

This position must be able to read, write and speak in clear and concise English in order to assist and direct employees in the functions and on-line operations of the Center. The position must also be able to verbally and accurately communicate with all types of citizens and User Agency personnel in the receipt of emergency 9-1-1 requests and the dispatching of appropriate public safety personnel and equipment.

Have legible handwriting.

During periods of computer aided dispatch system failure or down time for maintenance, the entire facility must utilize dispatch cards. The cards are hand written with all information from the incident including reporting party's name, address and telephone number; nature of the incident; unit status; description of suspects and vehicles and narrative information as it is received from reporting parties and User field units. These cards are passed from one dispatcher to another prior to and during dispatch. The inability of one dispatcher to read addresses and related dispatch information written by

Public Safety Dispatcher Assistant II Essential/Critical Job Elements

Have legible handwriting (continued).

another dispatcher could cause an erroneous dispatch resulting in the loss of life and/or property. The written material also becomes the official log of incidents under manual dispatch operation and are subject to investigation and/or discovery during any litigation occurring from the incident.

Have manual dexterity sufficient to operate a computer terminal telecommunications device and multifunction radio operating console.

One of the reasons the position exists is to perform this function. A computer terminal and multifunction radio operating console are the primary devices on which the dispatcher performs his/her work.

Have the physical, mental and functional ability to work effectively and accurately in a fast paced environment and to remain calm and professional when handling potentially stressful incidents.

One of the responsibilities of the primary responsibilities of this position is to receive emergency 9-1-1 telephone calls involving the safety of life and property, determine the nature and course of action and then dispatch equipment and personnel, requiring split-second decisions and response. Mental stability is critical in fulfilling this primary responsibility. Physical and functional ability attributes of Public Safety Dispatchers are listed under *Physical Requirements* in a following section of this document.

Have an ability to pass a comprehensive law enforcement background investigation.

Required due to the position's access to confidential law enforcement information.

Shall not have been convicted of any felony or any other crime which would prohibit Department of Justice approval to access law enforcement information.

Required due to the position's access to confidential law enforcement information.

Licenses/Certificates:

Possession of a Cardiopulmonary Resuscitation (CPR) card.

Public Safety Dispatchers must be capable of performing the full range of operational duties and assignments. A valid and current cardiopulmonary resuscitation (CPR) card is required of all Fire/Emergency Medical Dispatchers.

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Physical Requirements:

Strength

Opening and closing file and workstation drawers; be able to propel one's self between a dispatch work station, files and station printer; be able to remain upright and operate a radio and telephone console for a minimum of eight hours (less breaks and meals); stand behind and bend over dispatchers who are working on a dispatch terminal to provide assistance; stand for an extended period of time to coordinate activities involving several dispatch work stations and employees.

Flexibility

Bend, reach and stoop to change and master tape recordings and to replace station printer paper; bend over dispatchers to assist them with their work; continuously moving within a 120 degree arc at the dispatch workstation to operate the telephone console set, 9-1-1/ANI/ALI unit call transfer buttons, computer keyboard and radio console selection and instant transmit switches.

Coordination, stamina, movement and dexterity

Assist in managing a stressful, long lasting major event within the Center; operate playback recorder controls; selecting and operating radio console controls; remain upright in a crowded meeting or training room; operate CAD terminal, enter information and talk on the telephone at the same time; select proper buttons on telephone, radio, and other communications devices; type on personal computer and CAD terminal; hand write and manually time stamp punch cards during periods of Computer-Aided-Dispatch system failure or maintenance down time.

Visual and Hearing

Observe the operations of the Center; see wall displayed material; discriminate colors on a color coded CAD Video Display Terminal, dispatch console functions; hear and see dispatch staff members from within a 2800 square foot Center who may be trying to attract one's attention and/or pass on critical verbal or written information; hear various levels of radio transmissions over console speakers, remote or recording devices in a noisy environment; hear audible radio traffic from select/unselect (left/right) to determine radio channel; hear and understand whispered telephone conversation of an emergency caller; determine type of primary radio, related control equipment, and telephone equipment alarms sounding by pitch of the audio determine which telephone line is ringing by the pitch of the audio; determine computer entry error by the audio beep.