

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

### **SENIOR PUBLIC SAFETY DISPATCHER**

#### *Class Purpose:*

Under general supervision, Senior Public Safety Dispatchers perform the full range of radio-telephone operational duties in dispatching public safety personnel and equipment. This is the lead worker class in the Public Safety Dispatcher series.

#### *Distinguishing Characteristics:*

As a lead worker, Senior Public Safety Dispatchers exercise greater latitude of judgment in the day-to-day operation of a shift (or team) by providing on-line direction and assistance to lower level Dispatchers and acting in the absence of (or on behalf of) the Operations Supervisor. 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 in that the latter is the journey level class which does not include a continuing responsibility for the direction of other Public Safety Dispatchers.

#### *Typical Tasks:*

Assists the Operations Supervisor in the day-to-day duties of shift administration.

In the absence of the Operations Supervisor, assumes responsibility for shift supervision and operation.

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.

Typical Tasks (continued):

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

Provides backup to lower level and less experienced Dispatchers.

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.
- 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.
- 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.
- 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 to others.
- prepare clear, concise and understandable written documents.
- assist in the coordination of multiple events and emergency responses.
- read, write, spell, and speak in a clear and concise manner.
- make sound decisions using all available information.

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- accomplish tasks in a controlled and competent manner while working under stress.
- read and interpret written instructions, city and county maps.
- establish and maintain effective working relationships with co-workers, User agency personnel and the public.
- provide operational support and assistance to co-workers when necessary.

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 three (3) years of public safety dispatching experience** within a police, fire, emergency medical or consolidated emergency communications center.

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 (CPR) 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.

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.