



PUBLIC SAFETY DISPATCHER I

DEPARTMENT: Sheriff

DISTINGUISHING CHARACTERISTICS: This is the entry-level position in the Public Safety Dispatcher series. Incumbents perform many assignments in training and learning capacity. Training requirements, including a dispatch academy, must be successfully met during the one-year probationary period.

ESSENTIAL JOB DUTIES: Monitors and receives routine and emergency radio communications to and from law enforcement and emergency personnel with established procedures; answers routine, emergency, and complaint telephone calls; obtains critical information; dispatches required departmental personnel and equipment and/or relays the information to appropriate department or agency; operates California Law Enforcement Teletype System (CLETS) machines to list or cancel messages regarding stolen property or wanted persons; operates data input terminals; provides information and assistance to the public; assigns case numbers as calls are received and maintains daily logs; maintains status boards for all units on duty; maintains various files; types daily log and reports; receives, acknowledges, and logs civil defense warning system calls; monitors alarm systems; releases records in accordance with applicable law and procedures; assists deputies in booking and processing prisoners; other related duties as assigned.

EMPLOYMENT STANDARDS

Experience: High school graduate or equivalent with six months of public contact experience; experience as a Public Safety Dispatcher Trainee or related experience is preferred.

Knowledge of: Standard broadcasting procedures and rules associated with the operation of a law enforcement communication network; proper operation and care of radio communication, CLETS, and telephone equipment; California Penal, Vehicle, Health and Safety, and Criminal Codes, and County Codes; general geography of the county; modern office methods, procedures, and purposes of law enforcement recordkeeping activities; basic organization and operation of a law enforcement department; receptionist and telephone techniques.

Ability to: Effectively apply standard broadcasting procedures and rules associated with the operation of a law enforcement communication network; exercise good

judgment in emergency situations; perform a variety of clerical tasks such as filing, recordkeeping, typing, and report preparation; exercise independent judgment and work with a minimum of supervision; remember names, locations, and numbers; read maps quickly and accurately; type at a speed sufficient to perform assigned duties; understand and carry out oral and written directions; spell correctly and use good English grammar; speak in a clear, understandable voice; meet standards of hearing acuity; speak and write effectively; organize work effectively; do a high volume of work amid interruptions; work cooperatively with co-workers and others contacted in the course of work.

Special requirements: Must successfully complete a standard law enforcement pre-employment background and psychological evaluation and physical examination. Must have ability to work in a busy office environment with the ability to sit for extended periods, stand, walk, kneel, stoop, squat, twist, and lift and carry up to 20 pounds. Must possess or obtain by appointment date a valid operator's license issued by the State Department of Motor Vehicles. Must be available to work day, swing, and graveyard shifts, weekends, and holidays. Must successfully complete a dispatch training academy and training program during one-year probationary period.