

EMERGENCY DISPATCHER I / II

DEFINITION

To perform a variety of difficult work in the provision of 24-hour-per-day, seven-days-per-week public safety emergency dispatch service, including all 911 communications.

DISTINGUISHING CHARACTERISTICS

Emergency Dispatcher I is the entry level class in the Emergency Dispatcher series. It differs from Emergency Dispatcher II in that the II level is fully trained as a dispatcher and may provide training for the Dispatcher I.

Emergency Dispatcher II is the journey-level class in the series. Incumbents are fully trained in dispatch procedures and may function as training officers for new dispatchers.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level supervisory staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Receives incoming calls from the public; determines type of assistance required, including law enforcement, fire or ambulance personnel, etc., and dispatches emergency and non-emergency radio and telephone communications to appropriate jurisdictions and agencies.

Operates a law enforcement 911 communications network.

Monitors multiple radio channels.

Maintains radio communications with field personnel as necessary to relay messages and information, and to determine the location and safety of field personnel.

Accurately logs all telephone and radio communications activities.

Performs a variety of clerical duties as required, including but not limited to answering business telephones; processing and/or maintaining department records, including case files; compiling information and statistics for reports; preparing criminal history reports; entering/cancelling/retrieving data and legal documents on computer; ordering supplies, copying and filing documents, etc.

Processes civil, misdemeanor, juvenile and felony warrants.

Receives and responds to inquiries from the public regarding department activities, programs and procedures.

Emergency Dispatcher I/II
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Rev.- 01/01/06
Rev.- 01/01/07
Rev.- 07/01/07
Rev.- 01/01/08
Rev.-07/01/11

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M.O. #8-1/04/06
M.O. #19b-1/4/07
M.O. #19b-1/4/07
M.O. #19b-1/4/07
M.O. #11-7/5/11

May provide training for new dispatchers.

Participates in special department programs and projects as assigned.

This is a responsible position associated to the Office of Emergency Services (OES) and acts as front line communications for the Emergency Operations Center (EOC). This position serves to dispatch emergency and routine information in coordination of multiple jurisdictions to include operational area emergency medical services, volunteer fire protection districts, law enforcement, and as well as coordination with State and Federal stakeholders.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Pertinent federal, state and county codes, laws and regulations.

Modern office procedures and technology.

Standard radio broadcasting procedures and rules.

Geographic features and streets within the County.

Principles and practices of record-keeping and reporting.

Ability to:

Learn rules and regulations quickly and interpret them correctly.

Understand and follow oral and written instructions.

Operate dispatch and teletype systems, and other office equipment.

Effectively communicate with and elicit accurate information from upset, emotional or irate citizens.

Listen to and remember details.

Read maps quickly and accurately.

React quickly and calmly in emergency situations.

Establish and maintain cooperative working relationships with those contacted during the course of work.

Maintain records and prepare required reports.

Provide staff training, as applicable.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Emergency Dispatcher I:

Experience:

No experience is required.

Training:

High school diploma or GED equivalent.

Emergency Dispatcher II:

Experience:

One year of responsible experience in emergency communications and dispatching, or the completion of the Emergency Dispatcher Training Program in Glenn County.

Training:

High school diploma or GED equivalent.

PHYSICAL DEMANDS:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and copier; strength stamina, and mobility to perform light to medium physical work including transporting mail, supplies, filing, operating a motor vehicle and visiting various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. Finger dexterity is needed to access, enter, and retrieve data manually as well as using a computer keyboard, typewriter keyboard, or calculator, to set up and file various data and records, and to operate standard office equipment. Positions in this classification occasionally bend, carry, stoop, squat, twist, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to constantly move about on foot and to lift, carry, reach, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

WORKING CONDITIONS

Tasks may require occasional exposure to violent and stressful situations.