

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 on computer; ordering supplies, copying and filing documents, etc.

Processes civil, misdemeanor, juvenile and felony warrants.

Emergency Dispatcher I/II
Rev.- 07/20/03
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

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

May provide training for new dispatchers.

Participates in special department programs and projects as assigned.

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.

| Emergency Dispatcher | I | II |
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| Classification Code: | 7111001 | 7121001 |
| Bargaining Unit: | 40 | 40 |
| FLSA Status: | Y | Y |
| Workers' Compensation Code: | 8810 | 8810 |
| Pay Table: | CNTY | CNTY |
| Range: | 291 | 311 |