

POLICE DISPATCHER II

DEFINITION

Under general supervision to dispatch, record information, and maintain contact with officers in the field; to assist with booking functions; to provide direction, work coordination, and training for other staff; and to perform related work as required.

EXAMPLE OF DUTIES

Provides direction, training, and work coordination for Police and dispatching staff; coordinates operation of police communication center during an assigned shift; performs public safety dispatch duties to support police functions; receives emergency and business inquiries concerning questions, problems, crimes, and emergencies; determines nature and priority of calls, locations of incidents, and how to respond; maintains field contact with police officers, providing records information; indexes case records and incident reports; answers telephone lines, providing information and routing callers to appropriate staff; supplies a variety of information to Department visitors; assists with the maintenance of daily logs; operates a teletype system to request and send information; maintains emergency notification data for City businesses; monitors holding areas when occupied; confirms outstanding warrants with other law enforcement agencies; assists with the search, booking, and interrogation of suspects and prisoners.

SPECIAL REQUIREMENTS

Possession of an appropriate California driver's license.

Possession of a National Crime Information Center certificate insuring knowledge of laws and rules concerning nationwide teletype system, or ability to obtain within six months of initial appointment.

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EMPLOYMENT STANDARDS

Knowledge of:

- Basic functions, procedures, and policies of public safety operations.
- Laws and regulations governing the release of information from law enforcement agency records.
- Modern office methods, equipment, and procedures including automated equipment and software related to dispatch and office support functions.
- Proper telephone techniques and procedures.
- Geography of the local community.
- Operation of and regulations governing the use of radio and teletype equipment.
- Booking and holding procedures and regulations.

and

Ability to:

- Provide direction and training for other dispatching staff.
- Compile, maintain, process, and prepare a variety of records and reports related to dispatch operations.
- Take complaints, gathering essential information for expeditious and accurate disposition of complaint.
- Operate radio, telephone, teletype, and automated equipment.
- Interpret the policies, functions, and procedures of the Police Department.
- Assist with booking procedures.
- Follow oral and written instructions.
- Think clearly and act quickly and calmly in emergency situations.
- Maintain courteous and tactful but firm relationships with the public.
- Establish and maintain cooperative working relationships.
- Communicate effectively orally and in writing.

and

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EMPLOYMENT STANDARDS - (cont.)

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

Education: Graduation from high school or G.E.D. is desirable.

Work Background: Three years of experience comparable to that of a Police Dispatcher I with the City of Montebello.

August 1992