



SENIOR DISPATCHER

DEFINITION

To perform all duties of a public safety dispatcher and to provide shift supervision over public safety dispatch; to ~~provide~~ provide support for Dispatch operations including training, scheduling, tape requests, and alarm billing; ~~training and scheduling for lower level Dispatchers~~; to participate in all dispatch operations using a computer aided dispatch system; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Dispatcher series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including the performance of all dispatching duties in conjunction with the supervision of a public safety dispatch shift and the training and scheduling of subordinate dispatchers. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision and direction from Dispatch Supervisor or higher-level personnel.

Exercises technical and functional supervision over lower-level staff.

EXAMPLES OF DUTIES - Depending upon assignment, duties may include, but are not limited to, the following:

Supervise and perform the activities of the public safety dispatcher in the public safety dispatch center on an assigned shift; assist dispatchers in emergency situations.

Provide on-the-job and formalized training to employees regarding departmental procedures and use of dispatch equipment; prepare and maintain procedure manuals and other training materials.

Assist Dispatch Supervisor in selecting and evaluating employees, investigate and prepare reports on compliments and complaints regarding employee performance.

Assign qualified personnel to train new employees in police dispatching; monitor the progress of new employees.

~~Compose work schedules for Dispatchers.~~

Process emergency calls from the public requesting police, fire, medical or other emergency services within a number of local jurisdictions on computer aided dispatch terminal.

Determine nature, location, and priority of emergency; coordinate response of police, fire, ambulance, or other emergency units through computer aided mobile data terminals in accordance with established procedures.

Maintain radio contact with all units on assignment; maintain status and location of police field units using computer status display.

Answer non-emergency calls for assistance; order tow trucks and emergency public works services or contact appropriate agency.

Supervise and coordinate emergency calls; relay information and assistance requests involving other law enforcement and fire fighting agencies.

Operate teletype machine to retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles, and other information.

Contact relatives of victims of traffic collisions or crimes for identification of subjects. Contact district attorney's office, probation officers, state parole officers, police agencies and fire agencies regarding various emergency and non-emergency incidents.

Coordinate countywide roadblocks with the sheriff's department during major crime incidents, contact agencies outside the county regarding suspect information.

Perform a variety of record keeping, filing, indexing, and other general clerical work.

Test and inspect equipment as required.

Extract and prepare evidentiary recordings of radio and telephone transmissions resulting in legal proceedings; may testify in court.

Compile statistics on calls received.

Schedule and attend departmental meetings.

QUALIFICATIONS

Knowledge of:

Modern office procedures, methods, and computer equipment.

Standard radio or telephone communications receiving and transmitting equipment.

Geographic features and streets within the area served and other user agencies.

Uses and capabilities of City's computer aided dispatch system.

Procedures and policies pertaining to the dispatching of emergency equipment.

Public safety classification codes and computer commands.

Principles of supervision, training, and performance evaluation.

English usage, spelling, grammar, and punctuation.

Ability to:

Remain calm in emergencies and think and act quickly with good judgment.

Exercise independent judgment and work with a minimum of supervision.

Operate a sophisticated computer aided dispatch system quickly and accurately.

Effectively elicit information from irate and upset citizens.

Communicate clearly and concisely, both orally and in writing.

Work various shifts as assigned.

Understand and follow oral and written instructions.

Supervise, train, and evaluate assigned staff.

Operate a computerized dispatch teletype and other office equipment quickly, accurately, and, at times, concurrently.

Type at a speed necessary for adequate job performance.

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

Experience and Education

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:

Experience:

Two years' experience performing duties comparable to those of Dispatcher ~~H~~ in the City of San Mateo.

Education:

Equivalent to the completion of the twelfth grade.

ADA Special Requirement:

Essential duties require the following physical abilities and work environment:

Ability to work in a standard office environment with some ability to sit for long periods of times, twist, and reach.

ADOPTED CC:	4-12-88
REVISED CC:	9-07-88, 2-16-99, 6 21-99, 2-18-20
FORMER TITLES:	
BARGAINING UNIT:	POA-NS
FLSA:	NON-EXEMPT
PERFORMANCE APPRAISAL:	DISPATCHERS
DOT:	NO
PRE APPT-MEDICAL:	NO
SAFETY SENSITIVE:	YES
REQUIRED HARASSMENT PREVENTION TRAINING:	SUPERVISORY
FORM 700:	NO
JOB CODES:	4557
ABOLISHED:	