

EMERGENCY SERVICES DISPATCHER III

DEFINITION

Under general supervision, performs communications and related work in the Police Department; provides lead direction to subordinate emergency services dispatchers.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Emergency Services Communication Supervisor. This class may provide lead direction.

DISTINGUISHING CHARACTERISTICS

Emergency Services Dispatcher III is the advanced working/lead class in the Emergency Services Dispatcher series. Incumbents provide lead direction to subordinate dispatchers and train dispatchers in the use and operation of the multi-channel Computer-Assisted-Dispatch (CAD) system console and related equipment for the purpose of dispatching Police and/or Fire units. This class is distinguished from Emergency Services Dispatcher II in that incumbents of the latter are not responsible for providing lead instruction to staff. It is distinguished from Emergency Services Communications Supervisor in that the latter is the first-line supervisor. Incumbents in the class of Emergency Services Dispatcher III may be assigned to work any eight (8) hour shift and are required to work weekends and holidays.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(May include, but are not limited to, the following:)

Provides lead direction and training to subordinate emergency services dispatchers.

Receives and transmits routine and emergency calls from the public for police, fire, and/or emergency medical services.

Investigates complaints and responds to citizen inquiries, handles unusual and complicated calls and situations.

Advises callers of police and/or fire procedures, if no emergency response is required.

Operates a CAD system console, CRT terminal, and peripheral equipment.

Receives and transmits coded messages to and from police and fire personnel and field units.

Trains new employees, monitors performance and prepares progress reports.

Evaluates calls and prepares reports based on information received.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Discretionary and mandatory procedures of the Police and Fire Departments.

Major streets, areas, and buildings in Fresno.

Skill to:

Operate office equipment, a computer, and a variety of word processing and software applications.

Ability to:

Provide lead direction and train subordinate personnel.

Evaluate and prepare records and reports.

Analyze a situation and adopt an effective course of action.

Follow written and oral instructions and read and interpret maps.

Deal tactfully with citizens who may be abusive, excited, intoxicated, ill, disabled, incoherent, etc.

Maintain harmonious working relationships with other employees in a closed environment over an extended period of time.

Operate radio communications equipment at a speed necessary for timely completion of assigned duties.

MINIMUM QUALIFICATIONS

One year of experience equivalent to an Emergency Services Dispatcher II with the City of Fresno.

-AND-

Possession of a High School Diploma or equivalent GED completion.

SPECIAL QUALIFICATIONS

Possession of a valid California Driver's License may be required.

Must successfully complete a polygraph test, a medical examination, and an extensive background investigation prior to appointment.

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 6/14/2017

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