

EMERGENCY SERVICES DISPATCHER I/II

DEFINITION

Under supervision, performs communications and related work in the Police Department.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Emergency Services Communication Supervisor.
Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

Positions in these classes are flexibly staffed. Incumbents in the class of Emergency Services Dispatcher I are expected to progress to the Emergency Services Dispatcher II level with appropriate training and experience, and satisfactory job performance. Satisfactory performance requires the ability to answer and evaluate emergency police, fire and medical service calls, prepare police and fire service calls, and operate a multi-channel Computer-Assisted-Dispatch (CAD) system console and related equipment to dispatch appropriate public safety units. These classes differ from Emergency Services Dispatcher III in that the latter is the advanced working/lead level class in which incumbents train subordinate employees. Incumbents may be assigned to work any shift period and are required to work weekends and holidays.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

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

Answers emergency calls for police, fire, and/or emergency medical service; elicits necessary information about the incident and enters it simultaneously into the computer via a CRT terminal.

Determines appropriate priority and response to calls according to established policy, procedures, and codes; dispatches public safety personnel and equipment using CAD, radio systems, and peripheral equipment.

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

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

Maintains computer records of communications traffic.

Inputs driver's license, vehicle registration, wants and warrants and other miscellaneous queries through the CAD system to CLETS and NCIC to provide information to officers.

Performs other duties as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

(By the end of the probationary period, incumbents must demonstrate adequate knowledge, abilities, and skills to perform all tasks at the journey level.)

The major streets, areas, and buildings in Fresno.

Police and Fire Department policies, procedures, and codes.

Skill to:

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

Ability to:

Handle emergency calls while maintaining composure and perform efficiently and calmly in a demanding work environment.

Maintain harmonious working relationships with other employees.

Follow written and oral instructions and read and interpret maps.

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

Speak clearly and concisely.

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

MINIMUM QUALIFICATIONS

Emergency Services Dispatcher I

One year of experience in a high volume customer service environment which included answering phones, general clerical and computer experience.

Must type a net rate of 40 words per minute on a computer keyboard.

-AND-

Possession of a High School Diploma or equivalent GED completion.

Emergency Services Dispatcher II

Promotional - An Emergency Services Dispatcher I may be flexed to an Emergency Services Dispatcher II at the discretion of management within the first eighteen months of employment. Flexing is contingent upon successful completion of the Emergency Services Dispatcher Training Program and certification by the Police Department verifying that the incumbent is capable of performing solo radio duty.

-OR-

Lateral - Two years of experience equivalent to that gained as an Emergency Services Dispatcher II with the City of Fresno, which included operation of a multi-channel Computer-Assisted-Dispatch (CAD) system console and related equipment to dispatch public safety units.

SPECIAL QUALIFICATIONS

Bilingual abilities may be required to meet community needs, or operational and recruitment needs.

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

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

APPROVED: (Signature on File)
Director of Personnel Services

DATE: 6/14/2017

JC:CBW:jl:12/05/02
TB:TM:RLR: 08-29-07
JC:SCM 09/09/10
TJM: SCM:KP: It 06/07/17