

RADIO DISPATCHER

DEFINITION

Under supervision, operates radio communication equipment to dispatch City units and appropriate personnel in accordance with departmental policies and procedures.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from a Supervisor. Exercises no supervision.

DISTINGUISHING CHARACTERISTICS

Radio Dispatcher is a working level class in which incumbents receive and direct emergency and non-emergency calls for service while operating applicable communications equipment. Incumbents in-take information and direct department employees in the office or field to locations as required, monitor/control a closed circuit T.V. surveillance and perform general administration work such as data entry and filing. This class is distinguished from Emergency Services Dispatcher in the Police Department in that incumbents of the latter receive emergency calls from the general public and operate multi-channel radios to dispatch public safety units.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

(may include, but not limited to, the following:)

Operates various transmitting and receiving communication equipment, including hand held radio, audio and video communication systems.

Dispatches and transmits instructions to City units and appropriate personnel; and receives messages from field staff.

Receives, evaluates and directs emergency and non-emergency calls for service.

Receives, assesses and responds to various complaints, information, and service request calls and obtains needed data to be forwarded to appropriate supervisors, field units, or documented in the record system.

Performs routine administration office work such as filing, record keeping, and data entry; creates and maintains appropriate logs.

Provides information which may require the interpretation of policies and procedures.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

The geography of the city of Fresno and the metropolitan area.

Customer service policies, principles and practices.

Applicable laws, codes, ordinances, policies, procedures, rules and regulations.

Safe work practices.

Recordkeeping principles and practices.

Skill to:

Operate a computer and applicable software applications.

Operate a hand-held radio and/or various communication equipment.

Ability to:

Follow oral and written instructions.

Respond to public inquiries, complaints, and requests for service in a tactful, effective manner.

Analyze a situation and take action appropriate within department policy.

Communicate well, spell correctly, and use proper grammar.

Operate transmitting and receiving radio communications equipment.

Prepare clear, concise, reports, records, correspondence, and other written materials.

Type accurately at a speed necessary for timely completion of assigned duties.

Interpret, apply and explain applicable policies and procedures.

MINIMUM QUALIFICATIONS

Education:

Possession of a High School Diploma or equivalent (GED); and

Experience:

One (1) year of work experience involving substantial public contact, which included radio communication, answering telephones, and general administration work.

Special Requirements:

Depending upon area of assignment, eligibles certified for consideration for hire will be required to successfully pass an extensive background investigation and Department of Justice fingerprinting process before being eligible for hire.

Necessary Special Requirement

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

APPROVED: _____
Director of Personnel Services

DATE: _____

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