

**RELIEF PUBLIC SAFETY DISPATCHER**

**I. Position Identification:**

- A) Title: Relief Public Safety Dispatcher
- B) Bargaining Unit: None
- C) Customary Work Hours: As outlined in the department schedule
- D) Customary Work Days: As outlined in the department schedule
- E) Reports To: Communications Center Supervisor, lead direction provided by Public Safety Dispatcher III
- F) Directs the Work of: None
- G) Educational and/or Experience Requirements:

Any relevant combination of education and experience that would demonstrate the knowledge and skill outlined below is qualifying. A typical way of gaining the skills is:

Education: Completion of formal or informal education sufficient to insure the ability to read and write at a level required for successful job performance.

Experience: Experience as a Public Safety Dispatcher in a public safety environment. Experience utilizing computers, answering phone(s), and information gathering and/or processing. Experience in a high stress/high volume workload environment is a plus.

H) Licenses and/or Certificates Required:

Possession of a valid California driver's license

**II. FLSA Status: Non-Exempt**

**III. Position Summary:**

The classification of Relief Public Safety Dispatcher is a part-time temporary classification in the Public Safety Dispatcher series. Employees in this class are employed on a part-time temporary basis to cover for occasional extra help needs

in the Yuba City Police Department Communications Center. Employees in this class begin in a training program assigned to a trainer to become familiar with the Yuba City's Police Department policy and procedures. They are closely supervised while being instructed by a trainer and performing job duties according to established policies and procedures. Employees in this class are considered to be in on-the-job training and are expected to obtain the skills and knowledge necessary to meet journey level performance. As experience accrues, employees will perform with increasing independence and responsibility while being observed and reviewed by a trainer. Employees are assigned to trainers and will work varying work schedules, weekends, nights and holidays, as needed.

Upon completion of formal training the employee will perform the full range of duties and responsibilities on a part-time temporary basis. At the discretion of the Communications Supervisor or with the Public Safety Dispatcher III providing lead worker oversight, the employees will be provided additional training for CPR, and EMD (Emergency Medical Dispatching).

#### **IV. Essential Functions:**

Incumbents may be assigned to varying work schedules, weekend work and be called back to work as needed by the City.

1. Receives communications from police and fire radio channels, answer several 911 and business telephones and assist citizens in the lobby after business hours.
2. Dispatches police, fire, ambulance and other emergency vehicles using radio-telephone equipment according to preset policy and procedures.
3. Maintains accurate and chronological information using a Computer Aided Dispatch (CAD) computer system.
4. Provides EMD (Emergency Medical Dispatch) instructions using preset questions and instructions for medical calls for service to provide basic life support assistance to callers.
5. Utilizes several different computer systems to perform records checks for officers and outside agencies.
6. Prepares necessary documentation and routine reports, maintains records and fills out forms related to job functions and/or calls for service.
7. Acts as a resource to the general public and other law enforcement agencies regarding police services and general police information.
8. Be able to think clearly and act quickly in emergency situations.
9. Be able to type effectively and swiftly while under pressure with minimal mistakes.

10. Learns effective radio communications in order to perform job duties clearly and concisely.
11. Communicates effectively with all members of the public in a professional and knowledgeable manner using courtesy, tact and firmness, when necessary, to maintain public safety, cooperation and confidence.
12. Establishes and maintains cooperative working relationships with peers, other employees and the general public.
13. Other related duties and responsibilities as required.

**V. Job Related and Essential Qualifications:**

Note: The required level and scope of the following knowledge and skills relate to the level of the position as defined in the class characteristics.

**A. Knowledge of:**

- Standard and accepted English usage, spelling, grammar and punctuation.
- Standard and accepted principles and practices of positive customer service.
- Basic office methods and equipment including alphabetizing, filing and recordkeeping.
- Applicable provisions of state and local laws, codes and ordinances relating to police services and activities.
- Public Safety Dispatching in a public safety agency.
- Operation of radio transmitting and communications equipment and computer aided dispatching.

**B. Skills at:**

- Read, learn and apply correctly the provisions of state and local laws, codes and ordinances relating to police services and activities.
- Understand and carry out both oral and written instructions in an independent manner.
- Utilize a Computer Aided Dispatch (CAD) system which is necessary for successful job performance.
- Prepare and maintain accurate records and forms.
- Prioritize incoming workload and assigned work in an efficient and timely manner.

**C. Ability to:**

- Maintain regular and predictable attendance.
- Work effectively in stressful situations, exercise good judgment and make quick informed decisions relating to the public and offer safety in a calm and professional manner.
- Communicate clearly, concisely and tactfully, both orally and in writing, in person, on the phone and on the radios.
- Sit at a Computer Aided Dispatch (CAD) station equipped with several monitors and keyboards for long periods of time.
- Work shift work in a 24-hour dispatch center that requires day, night, weekends and holiday coverage.
- To perform several job functions and monitor radio traffic at the same time.
- Think clearly and act quickly in emergency situations
- Establish and maintain cooperative working relationships with employees and the general public

**VI. Physical Demands/Qualifications:**

1. Requires the ability to sit for potentially long periods of time with no scheduled breaks depending on emergency situations that arise and must be handled quickly.
2. Manual dexterity and vision sufficient to operate standard office equipment and supplies for potentially long periods of time without experiencing abnormal hand, wrist, or eyestrain.
3. Hearing and speech sufficient to communicate and understand conversations, in person, by radio and on the telephone.
4. Ability to bend from waist or using knees to access low cabinets/files.
5. Requires ability to lift objects over 25 lbs. with assistance.
6. Mobility to work in a standard office environment, and use standard office equipment (computers, scanners, copiers, etc.).

NOTE: Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

**VII. Non-Physical Demands/Qualifications:**

1. Communicate information clearly and effectively on a number of different levels, both verbal and written.
2. Demonstrate a high level of integrity.
3. Operate under deadlines.
4. Be organized and capable of managing projects to schedule.
5. Possess a valid California driver's license.

**VIII. Environmental Conditions:**

1. Working conditions in the office are clean, well lit and free from extremes of temperature and humidity.

**IX. Other duties and requirements:**

This class description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.