

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE:	PUBLIC SAFETY DISPATCHER
DEPARTMENT:	SHERIFF
REPORTS TO:	PUBLIC SAFETY DISPATCH SUPERVISOR

CLASS CODE: 73566
FLSA STATUS: N
DATE: 10/99

JOB SUMMARY AND DISTINGUISHING FEATURES:

Primary responsibility is to receive, process and transmit two-way radio and telecommunication messages, complaints, and emergency calls; performs responsible technical and clerical duties; entry level position in a series of two classification levels.

ESSENTIAL JOB FUNCTIONS: (All responsibilities may not be performed by all incumbents.)

Receives and dispatches routine and emergency radio, telephone, teletype and other communications messages.

Receives and processes inquiries, complaints, information and emergency calls from the public.

Analyzes, evaluates and determines appropriate responses to situations requiring law enforcement intervention.

Determines proper jurisdiction, personnel, and/or equipment to be dispatched.

Monitors and refers special problems and situations to the appropriate personnel and/or organizations.

Operates telecommunications equipment in receiving and transmitting information regarding vehicle registration, driving records, warrants, criminal records and/or other police related matters.

Contacts and coordinates the exchange of information for resolving complaints and requests with the California Highway Patrol, Ambulance Services, Fire Departments and other emergency service agencies.

Monitors location and activities of multiple patrol units; maintains and records contacts with field patrol units.

Monitors, tests and reports the condition of transmitting equipment.

Monitors, maintains and records dictaphone tapes and messages.

Receives and processes routine business calls, requests for information, and/or refers to appropriate agencies.

Maintains warrant, complaint, theft, location, equipment, and operating records and files.

Performs clerical duties associated with Communications room duties and activities.

May provide guidance, direction and/or training to staff members.

Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

Computer(s)	Fax Machine	Telephone(s)	Copier(s)	Two-Way Radio(s)
Printer(s)	911 Console			

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

High School diploma or GED; and,

One year of clerical experience; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:

Must successfully complete the POST Public Safety Dispatcher Basic Course within one year of employment.

Valid Drivers License - Class C or better

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

General office procedures, policies and practices, as well as basic knowledge of computer/VDT and other general office equipment.

Recordkeeping, report preparation, filing methods and records management techniques.

Applicable state, federal and local ordinances, laws, rules and regulations.

Communities, roads, major landmarks and geography of Mendocino County.

Operations and functions of the Sheriff's Department and other public safety agencies.

All computer applications and hardware related to performance of the essential functions of the job.

Emergency codes and terminology.

Skill in:

Using tact, discretion, initiative and independent judgment within established guidelines.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate policies, procedures and protocols.

Using a computer terminal to accurately and rapidly enter and retrieve data and information.

Communicating clearly and effectively, both orally and in writing.

Mental and Physical Abilities:

Ability to establish and maintain effective working relationships with a variety of individuals.

Ability to react quickly, efficiently, and calmly in an emergency situation and to adopt an effective course of action.

Ability to perform several mental and physical tasks simultaneously.

Ability to deal with problems involving several variables in standardized situations.

Ability to understand and follow oral and written instructions.

While performing the essential functions of this job the employee is regularly required to sit, use hands to finger, handle, or feel, reach with hands and arms, and speak and hear.

While performing the essential functions of this job the employee is occasionally required to lift and/or move up to 10 pounds.

Working Conditions:

The incumbent's working conditions are typically moderately quiet.

Working time may require irregular hours, shift times, and/or on-call status.

file: psdispat.73566

This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.