

## YECA

## Position Description

Position: 9-1-1/Public Safety Dispatcher I	
Department: Operations	FSLA: Non-exempt
Reports to: Dispatch Supervisor	Salary Grade: 1

### Summary

Performs specialized duties to include processing/evaluating 9-1-1 calls and other emergency and non-emergency requests for receiving and processing 9-1-1 and non-emergency telephone calls, dispatching calls for service to law, fire and EMS agencies, tracking call activity in a computerized environment.

### Distinguishing Characteristics

This is the entry-level position in the 9-1-1 Public Safety Dispatcher series, under the direct supervision of the Dispatch Supervisor. Incumbents in this class will be expected to be capable of independently and satisfactorily performing the full range of dispatching functions to be considered for advancement. Incumbents must demonstrate the ability to lead a shift of dispatchers and possess skills in training. Incumbents in this class are expected to work irregular hours including nights, weekends, and holidays.

### Essential Duties and Responsibilities

*The statements contained below reflect general details as necessary to describe the principle functions of this job, the level of knowledge, skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.*

- Types a minimum of 35 net words per minute.
- Performs all aspects of CLETS data entry/inquiry.
- Reacts quickly, efficiently and calmly in emergency situations.
- Operates two-way radio, computer terminal and telephone equipment.
- Knowledge of rules and regulations pertaining to public safety dispatching.
- Studies maps to gain familiarity with major landmarks, roads, streets and buildings within the cities and county.
- Follows written and oral instruction.
- Operates the computer-aided-dispatch (CAD) system terminals.
- Hears and comprehends normal radio and telephone communications.
- Receives and processes 9-1-1, emergency and non-emergency calls for service from the public.
- Receives and processes service requests from user agency personnel.
- Establishes and maintains cooperative relationship with the public and others contacted in the course of work.
- Receives and evaluates complaints and general inquiries from the public and refers them to appropriate department or agency.
- Coordinates the dispatching of services between two or more agencies.

- Monitors several public safety frequencies.
- Logs the nature and source of all incoming and outgoing radio messages.
- Maintains status of all units on duty.
- Assists in the training and supervision of other workers.
- Speaks and writes clearly and concisely.
- Performs other duties as assigned that support the overall objective of the position.

**Qualifications**

- **Knowledge and Skills**

The position requires knowledge of English grammar, vocabulary and spelling sufficient to prepare and maintain calls for service, prepare and maintain detailed reports, records and correspondence. Training and experience, which demonstrates proficiency in dealing with the public by telephone. Knowledge of emergency services dispatch protocols, procedures, and techniques used in the operation of public safety communications center. Requires a working knowledge of complex electronic and telecommunications equipment commonly used in public safety dispatching. Requires a general knowledge of the laws and regulations governing dispatch and general knowledge of cities and locations of highways, streets and geography of Yolo County.

- **Abilities**

Requires the ability to type 35 words per minute; react quickly, efficiently, and calmly in an emergency situation; adopt an effective course of action in emergency situations; accurately dispatch and monitor public safety equipment and personnel; speak and write clearly and concisely; memorize and recall names and locations of highways, streets and buildings; follow written oral instructions; deal effectively and tactfully with public safety personnel and general public.

- **Physical Abilities**

Requires sufficient ambulatory ability and hand-eye coordination to operate the full range of computer and telecommunications equipment used by the agency. Requires visual acuity to recognize and read letters, numbers, and maps. Requires auditory ability sufficient to carry on conversations in person, over the phone and radio. This position requires light physical effort including lifting and moving of objects up to 10 pounds, occasional lifting/moving heavier objects. Some bending, stooping, reaching and pulling is required. Ability to sit for long periods of time, move about, and work in an indoor environment in close proximity with others is required.

- **Education and Experience**

Education: Equivalent to graduation from high school (twelfth grade).

Experience: A minimum of one (1) or more years working in a customer service work environment is required. Two (2) years of customer service experience is desired.

Experience working with the public may be substituted for customer service experience.