

YECA

Position Description

Position: Dispatch Assistant	
Division: Operations	FSLA: Non-Exempt
Reports to: Dispatch Supervisor	Salary Grade: Dispatch Assistant

Summary

Performs the more routine tasks and duties involved in receiving and dispatching of calls for public safety emergency and non-emergency personnel as well as after hour calls for other local government agencies.

Distinguishing Characteristics

This is an entry level position, subject to close monitoring by the Dispatch Supervisor, Dispatcher III and Dispatcher II. Incumbents in this class will be assigned duties and responsibilities progressively, to a greater level of independence and range of duties designed to prepare employees for successful promotion to the next level in the Dispatcher series. 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.

- Answers, evaluates and prioritizes incoming 9-1-1 and non-emergency telephone calls for police, fire, ambulance, and/or other requests for assistance for the Yolo County area; refers callers to appropriate agencies; provides general information to the public.
- May assist dispatchers by providing basic radio support by running queries on local, state, national databases and provide responses back to field personnel.
- Receives and relays information from/to other public safety and private organizations; notify or activate other service agencies including road maintenance, public works, and code enforcement, as necessary.
- Provides pre-arrival instructions to citizens who report medical emergencies using established Emergency Medical Dispatch (EMD) protocol.
- Transmit emergency bulletins via computer or teletype.
- Maintain specialized logs on towed vehicles and CLETS entries.
- Maintain various resource manuals.
- Operates and maintains a variety of communications equipment including radio consoles, data communication terminals and telephones; maintains workstation area and Communications Center; reports equipment malfunctions as needed.
- Studies and maintains familiarity with major roads, streets, industrial plants, public buildings and the general geographic locations of cities, towns, and landmarks in Yolo County and surrounding jurisdictional boundaries.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ **Knowledge and Skills**

The position requires knowledge of the correct use 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; general knowledge of cities and locations of highways, streets and geography of Yolo County.

▪ **Abilities**

Type at a speed of 35 words per minute; ability to learn the operation of complex electronic and telecommunications equipment commonly used in public safety dispatching; to learn and operate the Computer Aided Dispatch (CAD) and Records Management System (RMS) programs; read and understand maps; think logically and act quickly; work under stress and maintain composure while performing several functions simultaneously; take appropriate action in stressful or emergency situations; speak over the radio and telephone quickly and clearly; be easily understood and comprehend at the level required for the job; use courtesy, tact and firmness in dealing with the public; project a calm and reasoning demeanor; maintain confidentiality of information, adapt quickly to a variety of personalities and situations; establish and maintain effective and cooperative working relationships with those contacted in the course of work.

▪ **Physical Abilities**

Requires sufficient ambulatory ability and hand-eye coordination to operate the full range of computer and telecommunications equipment used by the agency. Upper body mobility and finger dexterity sufficient to meet the essential functions of communications equipment operation. 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 a bout, and work in an indoor environment in close proximity with others is required.

▪ **Education, Experience, Special Skills**

Equivalent to graduation from high school. Any equivalent combination of education and experience which provides the applicant with the knowledge, skills and abilities required to perform the job. Experience in multi-tasking work environment helpful.

▪ **Licenses and Certificates**

Possession of or ability to obtain within 12 months of appointment CLETS (California Law Enforcement Data System) certification and BASIC DISPATCHER (POST) certification.