



**Job Code:** 0620  
**FLSA:** NE  
**Unit:** PCEA  
**Revised:** 6/96

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## **POLICE DISPATCHER**

### **DEFINITION**

The classification of Police Dispatcher performs a variety of duties in connection with the dispatch of Police Department units and the maintenance of police records. As necessary, this class is also responsible for the dispatch of Public Works and Fire units. Incumbents are required to make independent judgments in emergency situations, deal with the public in sensitive situations and perform skilled typing and related clerical work, often of a confidential nature. Performs related work as required.

### **SUPERVISION RECEIVED/EXERCISED**

Receives immediate supervision from the Senior Police Dispatcher. Exercises no supervision over other employees.

### **TYPICAL DUTIES**

1. Answers emergency and non-emergency telephones and conducts interviews with callers to determine the nature of call, priority and appropriate response and/or action.
2. Dispatches Police Department units and, as necessary, Public Works and Fire units.
3. Takes police reports and processes requests for routine information received both in person and by telephone or radio.
4. Performs a variety of clerical duties including: typing police reports; confirming warrants; taking reports from citizens; fingerprinting; and processing of applicable reports and records.
5. As necessary, assists in the processing and transport of prisoners which includes the performance of matron duties.
6. Operates a variety of equipment including typewriter, word processor and computer terminals.
7. Assists in the training of new personnel.

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**MINIMUM QUALIFICATIONS**

**Knowledge of:**

1. Generally accepted office practices and procedures and of standard office equipment including personal computers.

**Skill to:**

1. Respond correctly, calmly and quickly under emergency conditions.
2. Deal effectively with the public and maintain effective working relationships with others contacted in the course of work.
3. Communicate clearly and precisely.
4. Correctly apply established department policies and procedures in the dispatch of emergency units.
5. Accurately type statistical data at a rate of not less than 35 wpm, using both typewriter and word processor.
6. Prepare and maintain accurate records and reports.

**Education:**

High school graduation or GED equivalent.

**Experience:**

One year of public safety dispatching experience or two years of general clerical experience involving public contact with emphasis on customer service.

**License:**

Valid California driver's license.

**Certificates:**

Completion of Basic POST Dispatcher training within one year of appointment.

(jd0620)