

City of San José
CLASS SPECIFICATION

Title: Public Safety Radio Dispatcher (FT/PT) (8514/8534)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Fire Department	Varies	Non-exempt

CLASS SUMMARY

Under general supervision, performs the full range of dispatching for fire and emergency medical personnel and equipment. Answers the telephone and receives emergency, non-emergency, and 9-1-1 requests for assistance. Analyzes information received and dispatches fire personnel and equipment. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is the journey-level class for public safety dispatching within the City of San Jose wherein incumbents are required to handle the full range of telephone answering and dispatch functions. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Public Safety Radio Dispatcher Trainee in that the latter is the trainee level, receiving instruction on dispatching operations, policies and procedures. This class is distinguished from the Senior Public Safety Dispatcher in that incumbents of the latter class act in a first level supervisory capacity over a segment of the dispatching operations on a given shift or function within a specialized assignment, such as Training, Administration, Quality Assurance or Support Services.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Completion of high school or equivalent (General Education Development [GED] Test or California Proficiency Certificate) AND three (3) years of experience working in public contact employment defined as customer service, a call center, or a closely related field where substantial face-to-face or over-the-phone contact was made with the public, AND completion of all of the training requirements expected of a Public Safety Radio Dispatcher Trainee, including completion of a Basic Dispatch course, as well as any other classroom or field training required at that level OR one (1) year of experience answering and processing emergency phone calls from the public for the fire department or emergency medical services assistance.

Acceptable Substitution

One (1) year of current experience as a journey level dispatcher or call-taker answering and processing emergency phone calls from the public for law enforcement, fire department or emergency medical services assistance may be substituted for one (1) year of experience.

Required Licensing (such as driver's license, certifications, etc.)

- Must possess within three (3) months of employment and maintain the Emergency Medical Dispatch and Emergency Fire Dispatch certification through the International Academies of Emergency Dispatch.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

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- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills; displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Building Trust - Communicates an understanding of the other person's interests, needs and concerns; identifies and communicates shared interests and goals; identifies and communicates differences as appropriate; demonstrates honesty, keeps commitments, and behaves in an appropriate manner.
- Flexibility – Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- Multi-Tasking - Can handle multiple projects and responsibilities simultaneously; has handled a wide variety of assignments in past and/or current position(s).
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES:(These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Dispatches fire personnel and equipment on both routine and emergency calls utilizing the computer aided dispatch system, video display terminals, radio dispatching consoles, and related equipment.	Daily/Several Times
2.	Answers the telephone and receives emergency, non-emergency, and 9-1-1 requests for assistance; evaluates the information and creates a CAD system event by typing live conversation text and command strings into a CAD system, transfers the call to the proper emergency service provider, or provides information to the caller.	Daily/Several Times
3.	Monitors and maintains status of assigned public safety personnel and equipment; may initiate fire equipment move-ups to ensure adequate City-wide fire protection.	Daily/Several Times
4.	Maintains familiarity with major roads, streets, areas, and industrial and public facilities within City boundaries.	Daily/Several Times
5.	May be responsible for completing reports on routine non-emergency type calls in accordance with established procedures.	Daily/Several Times

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6.	May provide computer aided dispatch telecommunications systems management in specialized positions	Daily/Several Times
7.	May provide one-on-one dispatcher operational training.	Daily/Several Times
8.	Determines and reports the need for equipment repairs and may call back communications and other maintenance personnel for emergency repair of facilities and equipment.	Daily
9.	Receives structured classroom and on-the-job training.	Daily during training program period
10.	Performs other related duties as assigned.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and multiple computer screens;
- Perform repetitive movements, such as neck and head movement between multiple computer screens, as well as repetitive typing and utilizing a mouse;
- Communicate in person and over the telephone, including but not limited to talking and typing for prolonged periods of time;
- Lift, carry, push, and pull materials and objects up to 25 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate to excessive noise levels and controlled temperature conditions;
- Work in a structured and sometimes stressful work environment that includes structured breaks and lunch schedules, extended hours, and shift work;
- Maintain professional demeanor during interactions with staff, customers and the public.

CLASSIFICATION HISTORY Created 8/85, Rev. 12/86, Rev. & Ret. 8/88 (Formerly Public Safety Dispatcher II, Communications Dispatcher II), Rev. 2/89, Rev. 6/97, Rev. & Ret. 5/06, Rev. 12/09, Rev. 09/17; s005, Rev. 04/22; s006