

City of San José
CLASS SPECIFICATION

Title: Public Safety Communications Specialist (FT/PT) (8515/8535)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Police Department	Varies	Non-exempt

CLASS SUMMARY

Under general supervision, answers and processes incoming emergency and non-emergency requests, and enters information in prescribed format into the City's computer aided dispatch telecommunications system. Maintains complete police reports on routine non-emergency type calls in accordance with established procedures. Performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a journey-level class responsible for processing all incoming requests for police, fire, and medical assistance. Incumbents are required to handle the full range of telephone answering 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.

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 one (1) year 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.

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.)

- 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.

City of San José
CLASS SPECIFICATION

Title: Public Safety Communications Specialist (FT/PT) (8515/8535)

- Customer Service - Demonstrates the ability to anticipate customers' needs and deliver services effectively and efficiently using professional demeanor.
- 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.	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.	Daily/Several Times
2.	Transfers the call to the proper emergency service provider, or provides information to the caller; communicates clearly and concisely with members of the public	Daily/Several Times
3.	Operates a Computer Aided Dispatch (CAD) system, video display terminals, and associated equipment.	Daily/Several Times
4.	Maintains familiarity with major roads, streets, areas, and industrial and public facilities within City boundaries.	Daily/Several Times
5.	Maintains complete police reports on routine non-emergency type calls in accordance with established procedures.	Daily
6.	Determines and reports the need for equipment repairs.	Weekly
7.	May assist in the training of employees.	Weekly
8.	Receives structured classroom and on-the-job training.	Intermittent
9.	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;

City of San José
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- 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. 12/85, Rev. & Ret. 8/88 (Formerly Public Safety Dispatcher I), Rev. 2/89, Rev. 7/97, Rev. 09/17; s005*