

**City of San José**  
**CLASS SPECIFICATION**

**Title: Senior Public Safety Dispatcher (FT/PT) (8513/8533)**

<b>DEPARTMENT</b>	<b>ACCOUNTABLE TO</b>	<b>FLSA STATUS</b>
Fire	Varies	Non-exempt

**CLASS SUMMARY**

Under direction, supervises the work of employees engaged in providing dispatching operations on a segment of an assigned shift. Determines priorities on simultaneous emergency calls and coordinates multiple emergency situations and major incidents. Performs duties in an assigned specialty such as Training, Administration, Quality Assurance, and Support Services. Performs the full range of dispatch duties. Performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

This class serves in a first line supervisory capacity over a segment of the dispatching operation on a shift or in a specialized assignment area. Incumbents regularly work on tasks that are varied, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned shift segment. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class differs from the Public Safety Radio Dispatcher in that the latter is a journey level class performing the full range of dispatch duties. This class is distinguished from the Supervising Public Safety Dispatcher in that incumbents of the latter class supervise the dispatching functions of an entire fire support services function or 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 three (3) years of experience answering, processing, and dispatching emergency requests from the public for law enforcement, fire department, or emergency medical services resources.

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

- Possess a valid State of California driver's license.
- 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.)**

- 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.

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- **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.
- **Decision Making** - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- **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).
- **Problem Solving** – Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- **Reliability** - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.

<b>DUTY NO.</b>	<b>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:</b>	<b>FREQUENCY*</b>
1.	Supervises and inspects the work of public safety dispatchers in a segment of an assigned shift to insure that approved operational procedures are followed; assists dispatchers with problems as they arise.	Daily/Several Times
2.	Coordinates multiple emergency situations and major incidents; determines priorities on simultaneous emergency calls.	Daily/Several Times
3.	Performs dispatch duties; 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
4.	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
5.	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

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6.	Performs duties within specialized area of assignment, such as Training, Administration, Quality Assurance (reviewing telephone calls to determine adherence to established standards and protocols) and Support Services (ongoing maintenance of various hardware and software, including the phone, Computer Aided Dispatch (CAD), and radio systems, and technology-related projects)	Daily/Several Times
7.	Prepares reports and records of shift activities.	Daily/Several Times
8.	May train new employees and instruct dispatchers in functional dispatching areas; provides computer-aided dispatch telecommunications, intelligence information, graphics, and file updates.	Daily
9.	Calls back communications and other maintenance personnel for emergency repair of facilities and equipment.	Daily
10.	Reviews and documents the work of public safety dispatchers; provides feedback and counseling when appropriate; prepares annual performance appraisals.	Daily
11.	Prepares weekly and bi-monthly progress reports on probationary employees.	Weekly
12.	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 5/85, Rev. & Ret. 12/86 (Formerly Communications Dispatcher III), Rev. & Ret. 8/88 (Formerly Senior Communications Dispatcher), Rev. 4/89, Rev. 7/97, Rev. 09/17; s003, Rev. 04/22; s004