

Title changed to Public Safety
Dispatcher (August 2001)

CITY OF ONTARIO

CLASS CODE	7010	GROUP	5
DEPARTMENT REVIEW	<i>E</i>	DATE	<i>4-7-94</i>
PERSONNEL APPROVAL	<i>[Signature]</i>		
EFFECTIVE DATE	<i>6/21/93</i>		<i>5/31/94</i>
SUPERSEDES	<i>7/2/89</i>		

PUBLIC SAFETY DISPATCHER I

DEFINITION

This is communications work receiving calls for protection and the dispatch of mobile units and equipment for either the Fire or Police Department through use of telecommunications equipment on an assigned shift. Under general supervision, receives calls and dispatches mobile units and equipment, and performs related work as required. Work is reviewed by conference and analysis of reports.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Receives, identifies, logs, and prepares telephone requests for assistance; provides information to caller; refers calls to other agencies as appropriate; dispatches proper equipment on emergency calls; performs data updates and maintains unit status via computer keyboard and use of two-way radio; performs as back-up complaint operator; conducts twice daily test of all Fire emergency communications equipment when assigned to a fire position; trains new personnel as required and under the direction of a Communications Supervisor; coordinates use of radio frequencies among ground units; performs routine communication via radio paging for administrative personnel; assigns incident number to occurring events; follows guidelines for response procedures; informs emergency command personnel of other agencies' pending responses.

OTHER JOB RELATED DUTIES

Performs other job related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Minimum: Graduation from high school or recognized equivalent; one (1) year of continuous experience in public safety emergency communications two-way radio operating requirements and techniques, and complaint telephone processing within the last three years.

Skills to: type accurately at rate of 35 wpm.

Ability to: perform all essential functions of the job; understand, relay and follow moderately complex oral and written instructions or directions; perform simultaneous functions, such as radio and computer terminal keyboard entry; maintain rapport with the public over the telephone; enunciate clearly; develop skill and speed in the operation of telecommunications and office equipment; establish, foster and maintain positive, harmonious working relationships with other employees, officials and the public. (continued)

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Special Requirements: Ability to work any shift in a 24-hour/day, 7-day/week operation on a rotational basis; ability and willingness to wear communication headset; ability to work mandatory overtime as required to ensure the operational stability of the Communications Center; satisfactory completion of the POST 80-Hour Certified Basic Complaint/Dispatcher course prior to or within 12 months after the date of appointment.

Desirable: Valid California driver's license and reliable transportation; good knowledge of the geography and major road networks of the city and surrounding service area; knowledge of computer video display terminal and keyboard operation; knowledge of CLETS terminal use for law enforcement purposes.