

CITY OF ONTARIO

CLASS CODE 7001 GROUP 5
DEPARTMENT REVIEW [Signature] DATE 3-27-93
PERSONNEL APPROVAL [Signature] 4/14/93
EFFECTIVE DATE 4/21/93
SUPERSEDES 5/31/94

PUBLIC SAFETY DISPATCHER TRAINEE

DEFINITION

The Public Safety Dispatcher Trainee program is designed to afford both formal and on-the-job training to a novice in the field of public safety emergency telecommunications.

The Public Safety Dispatcher Trainee will be placed in a structured training program that will allow for periodic evaluation through the use of evaluation forms and testing. Testing will be done in measurable areas such as radio codes, legal codes and regulations, computer-aided dispatch commands and other such measurable areas as are necessary to becoming a certified proficient dispatcher in the police and/or fire dispatch disciplines, based on a "study and test" approach. The Public Safety Dispatcher Trainee will be a probationary employee for a maximum 12-month period. Trainees may advance to Public Safety Dispatcher I in less than 12 months upon successful completion of the certification requirements of the training program. Any employee who fails to become certified for promotion to Public Safety Dispatcher I within the 12-month training period shall be rejected.

Upon promotion to Public Safety Dispatcher I, the employee will be placed in a probationary status for a minimum 12-month period.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

During training, under close supervision: receives, identifies, logs and prepares telephone requests for assistance; provides information to caller; refers calls to other appropriate agencies; 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 daily test of all fire emergency communications equipment when assigned to a fire position.

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; some proficiency in the operation of a typewriter or video display terminal and keyboard.

Skills to: type accurately at a rate of 35 wpm.

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Ability to: perform all essential functions of the job; read and write at a level appropriate to the duties of the position; maintain rapport with the public over the telephone; enunciate clearly; develop skill and speed in the operation of telecommunications and office equipment; understand, relay and follow moderately complex oral and written instructions or directions; establish, foster and maintain positive, harmonious working relationships with other employees, supervisors and the public.

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 mandatory uniform and communication headset; upon acceptance as a certified proficient dispatcher, or at certain times during the training period, overtime will be required to ensure the stability of the communications center; satisfactory background investigation which will include the passing of a polygraph test; satisfactory completion of the POST 80-hour certified basic complaint/dispatcher course prior to recommendation for promotion to Public Safety Dispatcher I.

The modern communications center is located in an enclosed basement work area. This position, and subsequent positions in this career field, may be stressful due to the nature of emergency communications.

Desirable: Valid California driver's license and reliable transportation; knowledge of the geography and major road networks of the city and surrounding service area; ability to perform simultaneous functions, such as radio and computer terminal keyboard entry; working knowledge of and experience in the use of a CLETS terminal in a law enforcement environment; experience in the use of two-way radio equipment; experience in a police/fire department environment.