

CITY OF HAYWARD

PUBLIC SAFETY CALL TAKER

DEFINITION

To answer and process incoming emergency and non-emergency requests by entering information in prescribed format into the City's computer aided dispatch telecommunications system; and to perform other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is an entry level class in which employees perform the more routine duties including processing incoming requests for police, fire and medical assistance and may be required to complete recovered stolen vehicle reports via the telephone. This class is distinguished from the Public Safety Dispatcher in that the latter works independently, operating a computer aided dispatch system which includes prioritizing calls for service.

SUPERVISION RECEIVED

Receives immediate supervision from a Public Safety Dispatch Supervisor. May receive supervision from the on duty watch commander in the absence of a Public Safety Dispatch Supervisor.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Answer the telephone and receive emergency and non-emergency requests for assistance; evaluate the information and create a Computer Aided Dispatch (CAD) system event by typing live conversation text and command strings into a CAD system or transfer the call to the proper emergency service provider; or provide information to the caller.

Operate CAD system, video display terminals, and associated equipment.

Receive structured classroom and on-the-job training.

Develop and maintain familiarity with major roads, streets, areas, and industrial and public facilities within City boundaries.

May complete recovered stolen vehicle reports in accordance with established procedures.

Determine and report the need for equipment repairs.

ESSENTIAL DUTIES (continued):

May assist in the training of employees.

Perform related work as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Correct telephone answering techniques, policies, and procedures.

Correct English usage, including comprehension and grammar.

Modern office equipment and methods including use of computer applications in word processing.

Principles and practices of customer service.

Ability to:

Read, write, spell, and speak in concise English.

Follow oral and written instructions.

Deal tactfully with the public and others.

Work in a confined area and wear a headset.

Remain calm during emergencies and obtain relevant information from callers who are in stressful situations.

Learn emergency telephone answering techniques, policies, and procedures.

Learn general policies and procedures used in the operation of the City's dispatch center.

Learn primary roads, streets, highways, areas, major buildings, and public facilities within the City's boundaries.

Learn the use of various police report forms.

Learn to accurately enter information in the computer system while receiving information by telephone.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Ability to (continued):

Learn to effectively operate a computer aided dispatch system, video display terminals, and associated equipment.

Learn to effectively perform emergency telephone answering and processing duties.

Learn and interpret maps.

Learn radio and other codes used in the creation of computer aided calls for dispatch.

Type accurately at a speed of 35 words per minute.

Work various shifts, including day, swing and graveyard as well as weekends and holidays.

Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: One year of experience working in public contact employment.

Education: Equivalent to the completion of the twelfth (12th) grade.

Licenses and Certificates: Ability to obtain a California Commission on Peace Officer Standards and Training (POST) Basic Public Safety Dispatcher Course Certification within one year.

SPECIAL REQUIREMENTS

Essential duties require the following mental and/or physical ability to: work in an Emergency Communications environment and use standard office equipment and current software; flexibility of work hours and overtime; stamina for sedentary console operation and dispatching; ability to reach for computer printers and telephone equipment; dexterity to operate computer keyboards and mouse/trackball; answer phones; hear tones, signals and phone traffic; read computer screens; remain calm during high stress emergency situations; converse by telephone, email, and in person and be clearly understood; safely lift, carry and maneuver office supplies or equipment weighing up to 25 pounds; and

City of Hayward
Public Safety Call Taker
Page 4

SPECIAL REQUIREMENTS (continued):

interact with the public and all different levels of City staff in an effective and professional manner. Essential duties must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One (1) Year

C633 Public Safety Call Taker

Created October 2014

Revised June 2015

Revised January 2025

EEO Code: 03

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt