

CITY OF HAYWARD

COMMUNICATIONS OPERATOR PUBLIC SAFETY DISPATCHERDEFINITION

~~To answer emergency and non-emergency calls for police, fire and other City services; to operate a computer aided dispatch system and prioritize receiving calls for and dispatching police, fire or other City services; and to perform related record keeping.~~

DISTINGUISHING CHARACTERISTICS

This is ~~the~~ a journey ~~technical~~ level ~~class~~ position in which ~~employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and incumbents are fully aware expected to independently perform the full range of the operating procedures and policies within the work unit duties assigned.~~ This class is distinguished from the Senior Public Safety Dispatcher ~~Communications Operator Supervisor~~ in that the latter provides technical and functional supervision over assigned ~~communication~~ communication personnel.

SUPERVISION RECEIVED

~~Receives technical and functional supervision from a Senior Public Safety Dispatcher~~ Communications Operator and ~~Receives~~ general supervision from a Public Safety Dispatcher Communications Supervisor. May receive supervision from the on duty watch commander in the absence of a Public Safety Dispatcher communications supervisors Supervisor.

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES

~~Duties may include but are not limited to the following:~~ Duties may include but are not limited to the following:

Receive

~~Receives emergency and non-emergency calls from the public requesting, private companies and other jurisdictions.~~

~~Dispatches police, and fire, personnel or other related City services; determine nature and location of emergency; determine priority and dispatch emergency units as necessary and -in accordance with established procedures; coordinate emergency response to such calls and relay information and assistance requests involving other law enforcement agencies.~~

Use a computer aided dispatch (CAD) system to enter calls for service/radio traffic and monitor

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real-time status of situations; use an automated records management system (RMS) related to public safety activities to enter and retrieve information.

Maintain contact with all units on assignment; maintain status and location of field units and monitor radio frequencies of outside public safety agencies.

Receive incoming telephone and voice radio calls for non-emergency assistance; dispatch animal control, utilities and street maintenance staff as needed.

ESSENTIAL DUTIES (continued):

Enter, retrieve, and update information from teletype networks, including the California Law Enforcement Telecommunications System (CLETS) relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

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.

Relay~~Relays~~ emergency and non-emergency information to public safety personnel and other agencies in the field.

Monitor~~Relays information to other agencies as required.~~

~~Monitors~~ multiple frequencies.

Determine and report the need for equipment repairs.

Receive structured classroom and on-the-job training.

Assist~~Maintains accurate record of location and status of public safety units.~~

~~Operates a manual dispatch system when necessary.~~

~~Assists~~ in relaying information during response to natural disasters.

Perform the duties of a Public Safety Call Taker, as assigned.

~~Perform~~ESSENTIAL DUTIES (continued)

~~Performs~~ related work as necessary.

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JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Emergency telephone answering techniques, policies, and procedures.

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

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

Standard radio broadcasting procedures and rules associated with operation of an emergency services communication network; learn to monitor multiple frequencies.

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

Correct telephone answering techniques, policies, and procedures.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Knowledge of (continued):

Use of various police report forms.

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.

Answer and prioritize calls for emergency and non-emergency police, fire, and other City services

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and to dispatch appropriate units in response in a courteous manner.

Accurately enter information in the computer system while receiving information by telephone.

Operate a computer aided dispatch system, video display terminal, teletype and other computer programs and equipment related to public safety communications and records.

Interpret maps.

Effectively perform emergency telephone answering and processing duties.

Read and comprehend information and instructions.

~~Learn to operate manual and computer aided radio and telephone equipment in dispatching public safety equipment and personnel.~~

Perform several job tasks effectively under pressure for sustained periods of time.

Memorize and retain information from a variety of sources.

JOB RELATED AND ESSENTIAL QUALIFICATIONS (continued)

Ability to (continued):

Interpret information from distraught, incoherent or angry callers and relay critical facts to appropriate emergency or nonemergency personnel.

~~Assign priorities both to incoming calls and to the dispatch of calls for service.~~

Speak clearly and concisely via radio, telephone and in person.

~~Respond to requests for emergency and nonemergency services in a professional and courteous manner.~~

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

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knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

~~EXPERIENCE AND EDUCATION (continued)~~

Experience: Two ~~(2)~~-years of heavy public contact experience while performing multiple tasks simultaneously. ~~Public Safety dispatch experience is~~ desirable.

OR

Two (2) years of experience as a public safety dispatcher for a Public Safety Answering Point, including heavy public contact while performing multiple tasks and using a computer-aided dispatch system.

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

Licenses and Certificates: Completion of the California Commission on Peace Officer Standards and Training (POST) Basic Public Safety Dispatcher Course Certification within one year of hire. ~~course is highly desirable.~~

~~SPECIAL REQUIREMENTS~~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, telephones, and radio equipment; dexterity to operate computer keyboards and mouse/trackball; answer phones; hear tones, signals and radio and phone traffic; read computer screens; remain calm during high stress emergency situations; converse by telephone, email, and in SPECIAL REQUIREMENTS (continued):

person and be clearly understood; safely lift, carry and maneuver office supplies or equipment weighing up to 25 pounds; and 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: Two (2) years

C635 Public Safety Dispatcher0165CS92

October 1970

Revised: March 1997

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AAP GROUP: 10

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt

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