



AUGUST 2020
FLSA: NON-EXEMPT
Bargaining Unit: TC
JCN: 3801/3802

SHERIFF'S PUBLIC SAFETY DISPATCHER I/II

DEFINITION

Under immediate or general supervision, receives 911 system ~~emergence~~emergency and non-emergency calls; dispatches assignments according to established emergency and County Sheriff's Office procedures; performs a variety of technical tasks relative to the assigned functional area; and ~~operates various tele-communications equipment~~performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

SUPERVISION RECEIVED AND EXERCISED

Receives immediate or general supervision from the Sheriff's Public Safety Dispatcher Supervisor.
Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Sheriff's Public Safety Dispatcher I: This is the entry-level classification in the Sheriff's Public Safety Dispatcher class in this critical communications support series. Initially under closeUnder immediate supervision, incumbents learn County agency Sheriff's dispatch protocols; County, state, and federal rules and regulations; and the operation of varied communications-related equipment. This class is alternatives staffed with Public Safety Dispatcher II and incumbents may advance to the higher
As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level after gaining experience and demonstrating proficiency, which meet the qualifications of the higherusually perform most of the duties required of the positions at the II-level class.

Public Safety Dispatcher II, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is the usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Sheriff's Public Safety Dispatcher II: This is the fully qualified journey-level classification in the Sheriff's Public Safety Dispatcher class of the series, fully competent to. Incumbents independently perform responsible emergency dispatching on an assigned shift. This class is Positions at this level are distinguished from Senior the I-level by the performance of the full range of duties as assigned, working independently under less supervision than the I-level, and exercising judgment and initiative. Incumbents may be required to provide intermittent training to less experienced dispatchers. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work.

This class is distinguished from Sheriff's Sr. Public Safety Dispatcher in that the latter is the working lead level of this class series, with responsibility for planning and directing emergency communications activities on a designated shift.

Positions in the Sheriff's Public Safety Dispatcher class series are flexibly staffed and positions at the II-level are normally filled by advancement from the I-level, after gaining the knowledge, skill, and

experience which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class.

EXAMPLES OF DUTIES/TYPICAL JOB FUNCTIONS (Illustrative Only)

- > Receives, analyzes, and evaluates 911, sheriff's emergency and business calls, including inquiries and complaints, fire, ambulance, roads, animal control, and maintenance, ~~and City of Placerville Police Department calls~~; transfers calls to appropriate parties or creates a call for dispatch.
- Dispatches ~~Sheriff's~~ sheriff units, ~~Placerville Police units~~, or other staff and equipment to emergency or non-emergency locations:
- > ~~Provides; eliciting~~ information ~~regarding routes to determine nature of travel~~ emergency; and dispatching and coordinating law enforcement, medical, fire, and other units dispatched to specific incident scenes emergency response units in accordance with Sheriff's Office procedures.
- Monitors status of public safety units to ensure personnel safety and availability for services.
- > Operates ~~computer consoles for call input, dispatching and continuous update of multiple communications devices and computers concurrently to ensure appropriate response to calls, and continuously updates~~ suspect information and deputy location; types information into computer system locations.
- > ~~Enters call information in written or computer-based format; logs and fills out call forms; maintains~~ Maintains efficient records of radio calls and information logs.
- ~~Operates multi-channel radio systems; monitors other channels while maintaining radio traffic on main channels.~~
- > ~~Operates computer equipment to access~~ Accesses local, state, and federal criminal justice information systems; ~~operates Teletype systems~~ to transmit and receive information.
- Maintains radio contact with ~~California Highway Patrol and various other~~ allied agencies, and including mobile and portable units; recognizes units from other agencies.
- ~~Responds to law enforcement-initiated radio traffic and request and disseminates suspect information from roll call boards, prior calls and bulletins.~~
- > ~~Maintains and accesses business and premise history and index files for emergency and other necessary contacts~~ assists them with County units or provides requested information.
- ~~Handles in-house and radio paging, and other after-hours phone lines.~~
- > Performs basic equipment adjustments and maintenance; maintains records and files; and may perform associated office support duties.
- > May provide training or work instruction to newly hired Public Safety Dispatchers.
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- > Performs related work duties as assigned.

MINIMUM QUALIFICATIONS

Some knowledge and abilities may be gained by employees at the entry (I) level while in a learning capacity.

Education and Experience

Public Safety Dispatch I:

Experience:

~~One (1) year of public contact and/or non-emergency dispatching experience which has included use of multi-line communications equipment.~~

Public Safety Dispatch II:

Experience:

~~In addition to the above, one (1) year of emergency dispatching experience at a level equivalent to the County's class of Public Safety Dispatcher I.~~

Other Requirements

~~Must be able to pass a detailed background investigation. Must be able to obtain and maintain required P.O.S.T. certifications. Must be able to type at a rate of thirty-five (35) net words per minute (must present typing certificate prior to appointment).~~

~~**Note:** The level and scope of the knowledge and skills listed below are related to job duties as defined under Distinguishing Characteristics.~~

Knowledge of:

Terminology and

- ~~Principles, practices, procedures, and terminology~~ used in police, ~~sheriffs~~sheriff, fire, and related emergency radio and telephone communications.
- ~~Operation of communication equipment including multi-line telephones, radio, paging, computer and related systems.~~
- ~~Rules, regulations, codes and laws related to the work.~~
 - ~~Basic functions of law enforcement agencies.~~
 - ~~County and Sheriff's Office policies and procedures.~~
- ~~The topography and communities of El Dorado County.~~
 - ~~Basic~~Proper and effective methods of deploying law enforcement personnel.
 - ~~Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.~~
 - ~~Principles of employee training and leadership.~~
 - ~~Principles and procedures of recordkeeping~~principles and.
 - ~~Techniques for dealing with people of all socio-economic backgrounds under hostile and emergency situations.~~
- ~~Safety practices and precautions pertaining to the work.~~
- ~~The operation of standard office equipment, including computerized equipment and typewriter.~~
- ~~Data entry principles and the use of word processing or computer equipment.~~

Skill in:

- ~~Operating complex radio, telephone, computer, and Teletype systems.~~
- ~~Utilizing multi-line and/or multi-channel communications equipment.~~
 - ~~Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.~~
 - ~~Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.~~
 - ~~The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.~~
 - ~~Modern equipment and communication tools used for business functions, and program, project, and task coordination.~~
 - ~~Computers and software programs (e.g., Computer Aided Dispatch, mapping, Microsoft software packages) to conduct, compile, and/or generate documentation.~~

Ability to:

- ~~Obtain information from individuals in emergency situations, including those who are emotionally distraught, angry or difficult to understand.~~

Assess

- ~~Read and prioritize emergency situations.~~

- ~~Remain calm~~ interpret maps and ~~make rapid and sound independent judgments in stressful emergency situations.~~ other pertinent documentation.
- Observe and accurately recall places, names, descriptive characteristics, and facts of incidents.
- Memorize codes, names, locations, and other detailed information.
- ~~Communicate tactfully and effectively with the public, public safety personnel and others.~~
- Work under stressful conditions; assess difficult or emergency circumstances; remain calm; make quick, sound, and independent decisions based on facts; and develop, implement, and direct appropriate response strategies.
- ~~Understand and follow oral and written instructions.~~
- ~~Perform routine office support, interpret, and record keeping duties.~~ apply pertinent laws, codes, regulations, policies

ENVIRONMENTAL CONDITIONS/PHYSICAL DEMANDS

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- **Environment:** ~~Work is performed indoors in an office setting, under highly stressful conditions; requires long shifts, which includes evening, night, weekend and holiday shifts~~ procedures, and call-backs.

Physical: ~~Primary functions require sufficient physical ability to work in an office setting and operate office equipment; vision in the normal visual range with or without correction sufficient to read computer screens and printed documents; hear in the normal audio range with or without correction. **Frequent** sitting, reaching, wrist and arm motions, fine finger dexterity of both hands, ability to grasp and hold; lifting, carrying or pushing objects that weigh up to 15 lbs. **Infrequent** standing, walking and bending; lifting, carrying or pushing objects that weigh more than 15 lbs.~~ standards relevant to work performed.

- Effectively represent the Sheriff's Office and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and other public contacts.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience

HISTORY

~~JCN: 3801~~;

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Sheriff's Public Safety Dispatcher I:

Equivalent to graduation from high school;

AND

One (1) year of public contact and/or non-emergency dispatching experience, ~~3802~~.

Sheriff's Public Safety Dispatcher II:

Equivalent to graduation from high school:

AND

One (1) year of emergency dispatching experience at a level equivalent to the County's class of Sheriff's Public Safety Dispatcher I.

Licenses and Certifications:

➤ A Peace Officer Standards and Training (POST) Professional Public Safety Dispatcher Basic Certificate is desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or typewriter keyboard and to operate dispatch and standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS Created: JUN 1990

Revised: MAR 1997

Revised: MAR 1998

Revised: APR 2013

Revised: AUG 2016 – HRD

Employees work in an office environment under highly stressful conditions with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures. Occasionally this class may be required to perform work duties in an emergency field operations environment such as within a communications vehicle.

WORKING CONDITIONS

Must be willing to work nights, weekends, and holidays. Must be willing to be called back, held over, or called-in to maintain minimum staffing levels. Shifts can be stressful and routinely 12 hours long. Must be able to pass a thorough background investigation.