



## SHERIFF'S PUBLIC SAFETY DISPATCHER I/II

### DEFINITION

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

### 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~~ initial dispatching classification in the Sheriff's Public Safety Dispatcher class series, following the Sheriff's Emergency Call Taker. Under immediate supervision, incumbents learn Sheriff's dispatch protocols; County, state, and federal rules and regulations; and the operation of varied communications-related equipment. 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 usually perform most of the duties required of the positions at the II-level, 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 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 series. —Incumbents independently perform responsible emergency dispatching on an assigned shift. Positions at this level are distinguished from 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~~ Emergency Call Taker in that the latter is the ~~working lead~~ entry-level of this class series, with responsibility for ~~planning and directing receiving and processing emergency and non-emergency calls. 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 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; transfers calls to appropriate parties or creates a call for dispatch.
- Dispatches sheriff units or other staff and equipment to emergency or non-emergency locations; eliciting information to determine nature of emergency; and dispatching and coordinating law enforcement, medical, fire, and other 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 multiple communications devices and computers concurrently to ensure appropriate response to calls, and continuously updates suspect information and deputy locations.
- Maintains efficient records of radio calls and information logs.
- Accesses local, state, and federal criminal justice information systems to transmit and receive information.
- Maintains radio contact with allied agencies, including mobile and portable units; recognizes units from other agencies and assists them with County units or provides requested information.
- 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.
- Performs related duties as assigned.

### **QUALIFICATIONS**

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

#### **Knowledge of:**

- Principles, practices, procedures, and terminology used in police, sheriff, fire, and related emergency radio and telephone communications.
- Basic functions of law enforcement agencies.
- County and Sheriff's Office policies and procedures.
- The topography and communities of El Dorado County.
- 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.
- Techniques for dealing with people of all socio-economic backgrounds under hostile and emergency situations.
- Safety practices and precautions pertaining to the work.
- 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:**

- Read and interpret maps and other pertinent documentation.

- Observe and accurately recall places, names, descriptive characteristics, and facts of incidents.
- Memorize codes, names, locations, and other detailed information.
- 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, interpret, and apply pertinent laws, codes, regulations, policies and procedures, and 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:**

*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 or one (1) year experience equivalent to Sheriff's Emergency Call Taker.

*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:**

*Sheriff's Public Safety Dispatcher II:*

- Possession of a valid A—Peace Officer Standards and Training (POST) Professional Public Safety Dispatcher Basic Certificate is ~~desirable~~ required within twelve (12) months of appointment.

**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, over radio systems 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 materials. 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**

Employees ~~work~~ in an office environment ~~under highly stressful conditions~~ with moderate noise levels ~~and~~ controlled temperature conditions, ~~and no direct exposure to hazardous physical substances.~~ Work is performed under high-stress circumstances, including frequent contact with the public and staff experiencing emergencies or emotional distress. ~~Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures. Employees may occasionally be assigned to this class may be required to perform~~ work duties in an emergency field operations ~~environment~~ setting, such as within a communications vehicle.

### **WORKING CONDITIONS**

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