

**CITY OF FONTANA  
POLICE DISPATCHER I  
POLICE DISPATCHER II**

**DEFINITION:** Under general and/or immediate supervision, performs a variety of duties involved in answering 9-1-1 emergency and non-emergency calls; analyze, prioritize, and enter calls for service via a Computer Aided Dispatch (CAD) system; dispatch emergency personnel via multi-frequency radio system, telephone, or other communications equipment; record and monitor activities of field and communications personnel; receive incoming calls for police and emergency assistance and dispatch necessary units; perform a variety of general support duties related to dispatch activities; and related work as assigned on an assigned shift for the Police Department.

**DISTINGUISHING CHARACTERISTICS**

Police Dispatcher I – This is the entry level class in the Police Dispatcher series. Incumbents learn and perform a variety of duties involved in receiving, prioritizing, and transmitting emergency and non-emergency calls for service and dispatching the appropriate personnel in response to those calls. This class is distinguished from the Police Dispatcher II by the performance of the more routine tasks.

Police Dispatcher II – This is the journey level class in the Police Dispatcher series. Employees within this class are distinguished from the Police Dispatcher I level by the performance of the full range of duties as assigned. Employees are fully aware of the operating procedures and policies of the work unit. Positions in this class are normally filled from advancement from the I level, or when filled from the outside, require prior work experience and P.O.S.T certification. May participate in the training and evaluation of new communications staff.

**ESSENTIAL FUNCTIONS:** The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address business needs and changing business practices.

The incumbent must have the ability to:

- Receive emergency and non-emergency calls, complaints, and inquiries from the public. Evaluate and analyze information to determine jurisdiction, necessity, and response needed.
- Determine the nature and location of emergency and non-emergency calls for service, including 9-1-1 calls, and prioritize response.
- Dispatch emergency and non-emergency units as necessary and in accordance with established procedures. Use appropriate terminology and radio codes related to police personnel in the field via radio and mobile data computer terminals.
- Listen and comprehend radio transmissions from emergency personnel in the field; acknowledge, document, and comply with requests for action or information.
- Coordinate emergency calls and relay information and assistance requests involving other public safety agencies.

- Maintain contact with all units on assignment. This includes maintaining status and location of police field units; periodically checking to verify location, activity, and status; supplying back-up personnel; and taking other appropriate steps to provide for the safety of field personnel.
- Organize and coordinate activities of field units.
- Place telephone calls to other safety agencies, City departments, City emergency crews, tow companies, ambulance services, coroner, telephone and utility companies, and others to relay information or request services, maintaining detailed record of the time and nature of each call.
- Operate CAD equipment, enhanced 9-1-1 telephone system equipment, multi-frequency radio equipment, Telecommunications Device for the Deaf (TDD), and other relative office equipment and systems.
- Perform a variety of record keeping, filing, indexing, and other general clerical work.
- Monitor radio channels for service requests from other jurisdictions and emergency radio traffic that may affect the City's operations.
- Monitor security cameras and license plate readers to provide real-time information to field units.
- Attend patrol briefings as assigned.
- Testify in court as needed.
- Enter, update, and retrieve information on wanted persons, stolen property, vehicle registration, stolen property/vehicles, and other information from computer and teletype networks including but not limited to California Law Enforcement Teletype System (CLETS), Department of Justice (DOJ), National Law Enforcement Teletype System (NLETS)/National Crime Information Center (NCIC), etc.
- Learn departmental policies and procedures for service requests.
- Read maps, memorize streets and major hundred blocks and reasonably apply this knowledge to service requests, field unit beat assignments, and coordination of response.
- Learn police codes, practices, and methods.
- **Work under pressure, exercise good judgment, and make sound decisions in emergency situations.**
- Effectively and courteously deal with the public, including irate, upset, and difficult callers during hectic, tense, and dangerous situations.
- **Work various shifts as assigned, including nights, weekends, and holidays.**
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective cooperative working relationships with those contacted in the course of work.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties with the context of the City/Department's Mission Statement and Organizational Values.
- May perform occasional matron duties as assigned.
- Provide on-the-job training and technical guidance to new employees in the Dispatch Unit.

- Perform any other tasks or functions deemed necessary to the daily operations of the employer.
- Other duties as assigned.
- This position is always evolving. Therefore, employer reserves the right to modify this job description as necessary.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and finger coordination in preparing and entering data, using a computer keyboard. Additionally, the position requires near and far vision in reading correspondence and using the computer, and acute hearing is required when providing phone and counter service to the public. The need to lift, drag and push file, paper and documents weighing up to 25 pounds also is required.

### **EXPERIENCE AND TRAINING GUIDELINES**

A combination of experience and training that would provide the required knowledge and abilities is qualifying. The incumbent must have knowledge of:

#### Police Dispatcher I

- Modern office equipment including computers and applicable software.
- Modern office procedures, practices, and equipment.
- Correct English usage, spelling, punctuation, and grammar.
- Methods and techniques for record keeping.

#### Police Dispatcher II

In addition to the qualifications of Dispatcher I, incumbents must have knowledge of:

- Standard operating procedures of police dispatching.
- Applicable Federal, State, and local laws, codes, and regulations.
- Police-related computer and teletype networks.
- Operational characteristics of standard office and dispatch equipment.
- Occupational hazards and standard safety practices.

#### **Experience:**

Dispatcher I - One (1) year of work experience that involves a substantial amount of public contact. One (1) year of telephone and/or dispatch and general clerical experience is desirable.

Dispatcher II - Successful completion of the probationary period as a police dispatcher in law enforcement agency.

#### **Education:**

Dispatcher I - Completion of the twelfth grade, or equivalent.

**Dispatcher II** - Completion of the twelfth grade, or equivalent, and successful completion of the P.O.S.T. mandated dispatcher course.

In addition, advancement from a Police Dispatcher I to a II requires incumbent to demonstrate competence in all phases/duties/responsibilities of the position and have recommendation of a Communications Supervisor.

**Licenses/Certifications:** Possession of, and continuously throughout employment, a valid California Class "C" Driver's License or equivalent.

**A typing speed of 40 Net Words Per Minute (WPM) is required.**

**SUPPLEMENTAL INFORMATION:** Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and a background investigation.