

CITY OF REDWOOD CITY COMMUNICATIONS DISPATCHER

DEFINITION

To receive and transmit routine and emergency telephone and voice radio messages; to dispatch required equipment; and to process and maintain a variety of departmental reports, records, and files.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Communications Supervisor.

May exercise technical or functional supervision over new employees.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Using a sophisticated Computer Aided Dispatch terminal, receive emergency calls from within the public requesting police, fire, medical, or other emergency service; determine priority, and dispatch police, fire, ambulance, or other emergency units as necessary and in accordance with established procedures.

Maintain contact with all units on assignment; maintain status and location of police field units and fire units.

Monitor emergency alarm boxes.

Answer non-emergency calls for assistance; order tow trucks and public works emergency service or contact appropriate agency.

Coordinate emergency calls and relay information and assistance requests involving other agencies.

Train new employees in dispatch, including teletype operation.

Enter, update and retrieve information from teletype networks relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Perform a variety of record keeping, filing, indexing, and other general clerical work.

Provide routine information to the public.

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Test and inspect equipment as required.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Standard radio or telephone communications receiving and transmitting equipment.

The geographic features and streets of the City of Redwood City.

Standard broadcasting procedures and rules.

Department procedures and policies.

Public safety classification codes and computer commands.

Ability to:

Understand and follow both oral and written instructions.

Learn to operate a computerized dispatch teletype and other office equipment.

Learn a wide variety of classification codes and computer commands.

Spell accurately.

Work various shifts as assigned.

Establish and maintain effective work relationships.

Speak clearly and precisely.

Learn standard broadcasting procedures and rules.

Work under pressure, exercise good judgement, and make sound decisions in emergency situations.

Effectively communicate with and elicit information from upset and irate citizens.

Exercise independent judgement and work with a minimum of supervision.

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Type at a speed necessary for adequate job performance.

Operate a Computer Aided Dispatch system quickly and accurately.

Supervise and train new employees.

Operate teletype and other office equipment quickly, accurately, and at times, concurrently.

Physical Characteristics:

Must be in sufficiently good health to perform job duties and be able to sit for long periods of time.

Experience and Education:

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

Experience:

One year of experience equivalent to that of a dispatcher is desirable.

Education:

Equivalent to completion of the twelfth grade.

Effective Date: February, 1985

Bargaining Group: Service Employees' International Union - Local 715