

CITY OF SCOTTS VALLEY

CLASS SPECIFICATION

EMERGENCY DISPATCHER/CLERK III

JOB PURPOSE:

Under general supervision of the Services Supervisor or the Administrative Services Commander, to perform emergency and non-emergency radio dispatching. Operate a 9-1-1 primary public safety answering point, receive and appropriately act upon all 9-1-1 emergency calls. Answer and appropriately dispatch or route incoming telephone calls. Assist in the operation and maintenance of all automated and manual police record keeping systems within the Scotts Valley Police Department. Performs reception duties at public counter, provide clerical support for all divisions of the Police department via word processing, typing, etc, and perform related duties as assigned. This is a lead dispatcher in the Emergency Dispatcher/Clerk series.

In addition to the above listed duties, the EDC-III shall be assigned to maintain and administer the Dispatcher Training Program and its related recordkeeping; act as Computer Systems Coordinator for all statistical reports for the Department from manual and computer systems; coordinate the work of all Police volunteers within the Communications Unit; provide clerical support for the Administrative Services Command in charge of this division; is responsible for all incoming monies, parking fines and warrant trust account; maintains the Master Forms File, documenting and numbering all forms utilized by all divisions.

DISTINGUISHING CHARACTERISTICS:

This non-sworn position is a full time EDC-III. Incumbents will be primarily assigned to permanent day shift, but will be required to assume rotational shifts (nights, weekends, holidays) when assigned; and are expected to be able to perform the full range of duties required of the class. This class is distinguished from the class of EDCII by its overall lead responsibility for the direction of other dispatchers. This class is distinguished from the Services Supervisor class in that the latter has the responsibility for supervision, including conducting employee performance evaluations, and a broader responsibility for the entire Dispatch/Records Unit.

The EDCIII receives supervision from the Services Supervisor or the Administrative Services Commander. As training and experience is gained, more independence of action will be expected. Employees at this level receive only periodic instruction as new or unusual situations arise and when operating procedures and policies change or are newly implemented. Employees at this level are fully aware of Scotts Valley Police Department operating procedures and policies. The EDCIII also assists the Services Supervisor or the Administrative Services Commander in the day-to-day duties of shift administration. In the absence of the Services Supervisor, assumes responsibility as the lead dispatcher for shift direction and operation.

The EDCIII exercises lead direction, trains and monitors the work of EDCI's, EDCII's and Volunteers, gives input and reports to the Services Supervisor or Administrative Services Commander for employee performance evaluations and on any performance or operational problems encountered while serving as lead dispatcher.

Class Specification

EMPLOYMENT QUALIFICATIONS (MINIMUM REQUIREMENTS):

Proof at time of application that candidate will be at least 18 years of age at time of employment. High School diploma or GED/equivalent; Associate of Arts degree or equivalent preferred. Valid California motor vehicle operators license (Class C/Class 3). Some general office experience, preferably with a law enforcement agency. Accurate typing/keyboard skill of 45 words per minute. Three (3) years experience as an EDC-I or similar position.

Must be a citizen of the United States or a permanent resident alien who has applied for citizenship one year prior to application for employment, in accordance with Section 1031.5 of the Government Code. Must reside within a 60 minute drive to One Civic Center Drive, Scotts Valley; or be willing to relocate within a time limit as set by the Chief of Police of Scotts Valley.

KNOWLEDGE OF:

Business letter composition, knowledge of proper English grammar, spelling, sentence composition and punctuation. Some knowledge of human motivation and behavior.

ABILITY TO:

Learn, understand, interpret and apply modern police communications procedures including the Enhanced 9-1-1 System, and local, county, state and federal automated information systems; hear, understand, recall and accurately relay verbal communications and instructions received in person, over radio waves or via telephone; read and understand written instructions, City Personnel Rules and Regulations, local, state and federal laws, Police Department General Orders manual, department rules, regulations and procedures; learn and efficiently execute extensive word processing tasks.

POSITION DESCRIPTION (ESSENTIAL JOB FUNCTIONS):

EDC-III may be required to perform any one/or combination of the following duties and tasks:

I. PHYSICAL PERFORMANCE DUTIES:

Involves working in a small, two position Dispatch Center/Records Division located within the Police facility and housing all communications and records equipment and files for the Scotts Valley Police Department. Incumbents are assigned to work in a high pressure environment; primarily working day shift, but may be required to work night shifts, extended shifts, rotating shifts and holidays. Involves moving quickly among the communications console, the public counter, filing cabinets, and office machinery. Involves operating a computer/keyboard for long periods of time.

II. DISPATCH DUTIES:

- A. General Dispatch Duties - Examples: Receive information via telephone, in person or over radio waves; listen carefully, and, following department policy and procedure, extract pertinent facts, offer calm assurance to distraught, excited or angry callers; then relay those pertinent facts accurately, as quickly as possible, for appropriate action. Speak clearly in a calm or in an assertive, commanding voice, as appropriate. Observe and accurately recall names, faces, numbers, incidents and places. Observe and recognize unusual or dangerous situations or events. Take direction from several supervisors. Quickly learn and retain knowledge of locations of roads, streets, business and industrial plants and public buildings within the community.

Class Specification

- B. Reading - Read statutes, reports, memos, training material, etc. Examples: Read and understand written laws and department rules, regulations and procedures.
- C. Decision Making - Involves analysis, evaluation and inquiry in order to make proper determinations (e.g., evaluating of emergency, extracting appropriate information from caller quickly in order to dispatch appropriate assistance in the briefest possible amount of time).
- D. Review and Recall of Information - Involves review and study of information for later recall such as wanted persons and vehicles. Examples - Review calls for service, bulletins, etc. to assist officers in monitoring criminal activity on patrol during dispatch shift.
- E. Enhanced 9-1-1 Dispatching - Involves answering 9-1-1 calls in Primary Public Safety Answering Point; screening and disbursing calls as appropriate; maintaining mental and physical acuity, thinking clearly and acting quickly during stressful emergencies.
- F. Emergency and Non-Emergency Police Dispatching - Involves receiving, screening and dispatching of police emergency and non-emergency calls and complaints; judging situations and people accurately; carrying out appropriate actions within the scope of the duties of this position; diffusing potentially violent situations over the telephone; being flexible in dealing with people and events; controlling one's temper even under considerable provocation; reacting quickly, calmly and with mature resourcefulness in emergency situations; exercising interpersonal sensitivity with all types of people in varying situations; making computer inquiries and entries of local, county, state and national automated information systems; maintaining appropriate records for documenting calls for service, officer patrol activity, etc.; and responding to telephone and personal inquiries for general information within the scope of this position. Involves balancing of duties among E9-1-1 dispatching, police dispatching; on occasion going into the field to assist at command post in major incidents, to coordinate communications, and do note taking, records keeping, dispatching, telephone contacts, etc.; public counter, business telephone, and the various computer systems utilized; and additional related duties as assigned.
(Note: Dispatching in the field requires the ability to operate a city vehicle.)

III. TRAINING OF EMERGENCY DISPATCHER/CLERKS:

Incumbent will be responsible for maintaining the training program for communications operators for the Department; scheduling training classes and maintaining individual and corporate training records for this division.

IV. COMPUTER SYSTEMS COORDINATOR:

Incumbent will be responsible for coordinating the operation of all computer systems within the Department. Assignment will include overseeing of daily operation of computer hardware and software, troubleshooting and solving operational problems, designing custom statistical reports as needed; acting as Alliance "System Administrator" with the responsibility of assigning user

security access codes and making system level corrections, additions and deletions as needed; ability to operate a City vehicle to attend meetings, as the department representative, of all designated organizations involved with the ongoing operation of computer systems within Santa Cruz County and statewide. Incumbent will be assigned to generate all departmental monthly and annual statistical reports generated manually and by the computer system.

V. VOLUNTEER PROGRAM:

Incumbent will be responsible for assisting in the coordination and monitoring all work assigned to volunteer workers within the Support/Special Services Division.

VI. CLERICAL DUTIES:

Involves providing clerical support to the commander in charge of the Administrative Services Division; including, but not limited to note taking at meetings, transcribing tape recordings, word processing, letter composition, miscellaneous record keeping, document imaging and other related duties.

- A. Police Records Maintenance - Involves a variety of duties connected with police records including, but not limited to computer data entry of police reports and other documents; maintenance of department logs, photocopying/scanning documents, making inquiries and entries into local, county, state and national computer networks; making mathematical calculations at a high school level; maintaining confidentiality of sensitive information in accordance with the law; operate typewriter or computer keyboard accurately at the rate of 45 words per minute (minimum speed); maintenance of manual and electronic filing systems.
- B. Other Clerical Duties - Involves computer word processing and typing of miscellaneous correspondence, memos, manuals, forms and other documents; and other clerical duties as assigned.
- C. Office/Electronic and Radio Equipment - Involves the operation of office equipment including; typewriter, photocopier, computer, computer printers, scanner, recording equipment, fax machine, the communication's radio console, two-way hand held radio and telephone system.
- D. Miscellaneous Duties for Emergency Dispatcher/Clerk III position - Involves fingerprinting citizens as requested for permits, licenses, etc., and fingerprinting persons suspected of crimes. May act as court liaison in regards to direct and electronic filing of criminal cases and court mail distribution. (NOTE: Acting as court liaison requires ability to operate a city vehicle.)