

# CITY OF SCOTTS VALLEY

## CLASS SPECIFICATION

### EMERGENCY DISPATCHER/CLERK I

#### **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.

#### **DISTINGUISHING CHARACTERISTICS:**

This non-sworn position is a full time entry level Emergency Dispatcher/Clerk I. Incumbents rotate through various shift assignments and are expected to be able to perform the full range of duties required of the class. Incumbents work rotating shift schedules which include nights, weekends and holidays to assure a 24 hour, seven day per week operation. This class is distinguished from the classes of Emergency Dispatcher/Clerk II, Emergency Dispatcher/Clerk III, Services Supervisor and Administrative Services Commander by the absence of ongoing supervisory or administrative responsibilities, and by the absence of duties unique to the other classes.

The EDCI receives general direction from the EDCIII, EDCII and Services Supervisor, or in the absence of the preceding, the on-duty supervisor.

The EDCI exercises lead direction, trains and monitors the work of EDCI Trainees and Volunteers to accomplish specific training needs and projects as assigned.

#### **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. 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.

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 1 Civic Center Drive, Scotts Valley, CA. or be willing to relocate within a time limit as set by the Chief of Police of Scotts Valley.

#### **KNOWLEDGE OF:**

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):**

Emergency Dispatcher/Clerk I 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 a dispatch position which requires long periods of time in a seated position; working in a high pressure environment; working 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/key board 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.
- 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 E-9-1-1 dispatching, police dispatching; on occasion going into the field to assist at a command post in major incidents to coordinate communications, note taking, records keeping, dispatching, telephone contact, 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. CLERICAL 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 I 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.)