



## JOB DESCRIPTION

### Police Dispatcher, Lead

Date Prepared: March 2014

Job Class: 4115

**SUMMARY:** Under basic supervision of the supervisor, leads, monitors and coordinates the daily work activities of the Police Dispatchers, and accounts for Police personnel activities; answers emergency and non-emergency calls for service; takes information from callers, and enters information into computer database; provides assistance and information to Vernon Police Department (VPD) Officers, emergency services agencies, and general public.

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Assists the Supervisor in the daily work activities and functions of Police Dispatchers: to include leading a shift of Police Dispatchers, tracks and reviews work progress and activities; provides input into employee evaluations.
- Trains employees on equipment and procedures; provides direction and guidance on technical and procedural issues; checks Computer Aided Dispatch System (CAD) entries to verify complete and accurate incident information, proper response time, and that the call was properly handled;
- Alerts the supervisor regarding unusual issues or concerns.
- Monitors telephones and radio in dispatch center; assures that calls and messages requiring action by the work group are handled in accordance with VPD rules and regulations.
- Maintains and updates computer databases and files; enters and retrieves data, and prepares reports.
- Answers emergency and non-emergency calls for police, fire, personal assistance, and emergency medical assistance; determines appropriate call classification and priority.
- Answers incoming emergency calls; interviews and calms callers, and gathers details; evaluates information, prioritizes calls, determines actions required, and appropriate response; dispatches emergency responders and resources; relays pertinent information to law enforcement and public safety personnel in a concise, organized, and understandable manner.
- Follows VPD procedures to provide assistance and information to Police Officers and other emergency services personnel; notifies other state, federal, and regional agencies as needed.
- Provides detailed call information to officers; maintains status and awareness of all public safety unit locations; monitors message traffic, and relays information to assure that responders' safety is top priority.
- Searches state and national data bases at officer's request.
- Gathers information on non-emergency calls, and responds appropriately; provides information, instructions and assistance to the public within scope of authority and training.
- Monitors alarms, cameras, teletypes, and special broadcast frequencies; trouble-shoots communications center equipment and resolves technical issues within scope of authority and training.
- Assures that security protocols are followed, and all reports and paperwork are completed in a timely manner; updates, corrects, retrieves, and releases information according to procedures.
- Maintains the integrity, professionalism, values, and goals of the Vernon Police Department by assuring that all rules and regulations are followed, and that accountability and public trust are preserved.

- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

## **MINIMUM QUALIFICATIONS:**

### **Education, Training and Experience Guidelines:**

High School Diploma or GED equivalent; AND three years of emergency dispatch experience, preferably with City of Vernon.

### **Knowledge of:**

- City and VPD policies and procedures.
- City policies and procedures for dispatching law enforcement officers and other emergency services.
- State and federal laws, regulations and statutes, governing dispatch for emergency services.
- Law enforcement and public safety agency terminology.
- Police radio, dispatch, and communication protocols, procedures, hardware, and software.
- Principles and practices of confidential records management, and file maintenance.
- Geography, roads, and landmarks of City and surrounding areas.

### **Skill in:**

- Supervising staff, delegating tasks and authority, and evaluating staff performance.
- Assessing and prioritizing multiple tasks, projects, and demands.
- Communicating clearly and concisely, and relaying details accurately.
- Handling multiple tasks simultaneously, under pressure, and in emergency situations.
- Closely following verbal and written instructions and procedures.
- Dealing tactfully and courteously with the public, handling stressful situations and angry people, and obtaining information from hostile and emotional callers.
- Communicating verbal and written instructions, advising callers of actions and consequences, and maintaining security of confidential information.
- Remembering names, numbers, and locations, and reading maps quickly and accurately.
- Operating a personal computer utilizing standard and specialized software, and entering information with speed and accuracy.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

### **LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Driver's License is required. Must maintain a Basic Public Safety Dispatcher Certificate from the California Commission on Peace Officer Standards and Training (POST).

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in a fast paced, high volume call center; incumbents must remain alert and responsive while coordinating stressful situations in a dynamic work environment.