

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Public Safety Dispatcher I/II	Job Family: 2
General Classification: Front-Line	Job Grade: 9/12

Definition: To provide effective, efficient, and courteous emergency communications with the public and with personnel of City agencies.

Distinguishing Characteristics:

Public Safety Dispatcher I: This is the entry-level classification in the Public Safety Dispatcher series and receives direction from the Public Safety Dispatcher III or Lead Public Safety Dispatcher. This class is distinguished from the Public Safety Dispatcher II position in that the Public Safety Dispatcher I is in training and receives extensive instruction on computer-aided dispatch systems as well as policies and procedures related to emergency communications. Employees performing at the Public Safety Dispatcher I level are not expected to perform with the same independence of judgment and discretion as employees performing at the Public Safety Dispatcher II level. This class is typically used as a training class where employees work under the immediate supervision of their trainer while learning job tasks.

Public Safety Dispatcher II: This is the full journey-level class within the Public Safety Dispatcher series. This class is distinguished from the Public Safety Dispatcher I by the full range of duties assigned. Employees at this level receive general assistance and direction from the Public Safety Dispatcher III or Lead Public Safety Dispatcher as needed and are fully aware of the operating procedures and policies within the work unit. Employees at this level must accurately and in a timely manner communicate clearly and concisely. Positions in this class are flexibly staffed and are normally filled by the advancement of employees at the Public Safety Dispatcher I level.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Responsible for 9-1-1, text-to-9-1-1, and nonemergency call triaging and implementing Emergency Medical Dispatch (EMD) services over the phone as appropriate.
2. Answers telephone calls promptly and courteously.
3. Operates a computer-aided dispatch (CAD) system with speed and accuracy.
4. Skillfully utilize and multi-task between telephone, radio, and CAD systems.

Position Title: Public Safety Dispatcher I/II

Page 2 of 4

5. Makes rapid and accurate determination of the location, nature, time element, and degree of severity for any situation. If necessary, refers callers to the appropriate agency or other resource.
6. Questions callers to elicit information necessary for response and enters the information into the CAD system.
7. Selects emergency response field units in accordance with established user agency policies and procedures.
8. Promptly and accurately alerts and then relays critical facts verbally and digitally to appropriate emergency response field units in accordance with user agency policies and procedures.
9. Maintains an accurate record of location and current status on emergency response field units.
10. Closely monitors any situation presenting a potential danger and taking immediate action to dispatch assistance as required.
11. Maintains radio contact with emergency response field units and enforces proper channel control, discipline, and courtesy.
12. Maintains records and logs within the CAD system reflecting the details of created events.
13. Participates in and attends continual professional training in accordance with Peace Officer Standards and Training (POST), International Academies of Emergency Dispatch (IAED), and other associations.
14. Accesses automated law enforcement systems, input data and information, and makes accurate entries into automated record files in accordance with applicable laws, statutes, and Department of Justice requirements.
15. Builds and maintains positive working relationships with coworkers, other City employees, the public, and government agencies using principles of good customer service.

In addition to the job duties for the Public Safety Dispatcher I, the Public Safety Dispatcher II:

16. Provides training, instruction, and evaluation of trainees, as assigned.

Minimum Qualifications:

Public Safety Dispatcher I

Knowledge of: Telephone and computer terminal operation; City agency operational policies, procedures, and requirements.

Ability to: Communicate in a clear and concise manner with persons who may be under extreme emotional stress; learn Emergency Communications Center (ECC) telephone answering techniques according to policies and procedures; effectively navigate the CAD system with speed and accuracy while simultaneously receiving information by phone or radio; use a keyboard and other peripheral computer equipment with a high level of speed and accuracy; establish and maintain effective working relationships with those contacted in the course of work; maintain composure, exercise good judgment, and work accurately in a timely manner when under pressure in stressful situations; retain, accurately recall, and evaluate facts and/or details solely from memory; and type into a computer terminal at the rate of 35 words per minute.

Experience and Training Guidelines: Combination of relevant experience, education, and training that satisfies the required minimum qualifications, knowledge, and abilities.

Education equivalent to graduation from the 12th grade and one year of customer service experience.

Required Licenses or Certificates: Possession of the POST Certified Public Safety Dispatchers' Basic Course completion certificate within one year of employment.

Working Conditions: Requires working rotating shifts, including nights, weekends, holidays, and overtime.

Public Safety Dispatcher II

In addition to the requirements for Public Safety Dispatcher I:

Knowledge of: Procedures and methods used in the operation of a Public Safety Answering Point (PSAP), CAD, computerized radio and telephone equipment

Position Title: Public Safety Dispatcher I/II

Page 4 of 4

operation; emergency communication techniques pertinent to Police, Fire, and Emergency Medical Dispatch; training and instruction techniques pertaining to adult learning modalities; City of Mountain View geography inclusive of, but not limited to, the location of primary roads, streets, highways, major buildings, and public facilities; and City agency operational policies, procedures, and requirements.

Ability to: Operate CAD, computerized radio and telephone systems; accurately dispatch Police, Fire, and emergency medical personnel and equipment in a quick and efficient manner; and provide training instruction and verbal communication to others.

Experience and Training Guidelines: Combination of relevant education, experience, and training that satisfies the required minimum qualifications, knowledge, and abilities.

Education equivalent to graduation from the 12th grade and 18 months of recent experience as a public safety dispatcher comparable to the position of Public Safety Dispatcher with the City of Mountain View.

Required Licenses or Certificates: Possession of the POST Certified Public Safety Dispatchers' Basic Course completion certificate. The POST Certified Public Safety Dispatchers' Basic Course may be substituted by an out-of-state Emergency Call Center certificate/license and completion of the California POST Certified Public Safety Dispatchers' Basic Course within one year of appointment. Possession of the California POST Public Safety Dispatcher Basic Certificate is highly desirable. During and upon completion of the training program, complete CPR training and obtain EMD certification issued by the IAED. Once certified in EMD, maintain EMD and CPR certifications. Ability to obtain a valid Class C California Driver License within six months of appointment.

Working Conditions: Requires working rotating shifts, including nights, weekends, holidays, and overtime.

Established: 2004

Revised: April 2020

HRD/CLASS SPECS/Public Safety Dispatcher I/II