



# CITY OF BANNING, CALIFORNIA

## Lead Public Safety Dispatcher

Job Code: 2143

FLSA [ ] Exempt [ X ] Non-Exempt

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**JOB DEFINITION:** Under general supervision, plans, schedules, directs and reviews the City's public safety dispatch activities; performs related work as assigned.

**ESSENTIAL FUNCTIONS:** *The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

**REPRESENTATIVE DUTIES:** Depending on the area of the assignment, duties may include, but are not limited to the following:

- Provides day-to-day direction of the work of the public safety dispatch section.
- Assists in the development and implementation of goals, objectives, policies, procedures and work standards for the section.
- Provides for training and development of assigned staff.
- Provides technical assistance for staff in resolving difficult phone, dispatch problems; prepares and maintains a variety of written and computerized reports, including worksheets, incident reports and equipment maintenance and repair requests.
- Provides information to the public or to City staff which may require the use of judgment and the interpretation of policies, rules and procedures and laws governing access to police records.
- Ensures that confidentiality is maintained regarding police records in accordance with current statutes and court decisions.
- Recommends special work required or necessary maintenance on telecommunication and other equipment and coordinates work schedules with section requirements.
- Coordinates telecommunications work with other City departments and outside agencies.
- Participates in the selection and evaluation of staff; ensures that strict Departmental and section guidelines are followed in the dispatch of Police Officers.
- Provides court testimony related to section records and voice tapes as required.
- Personally performs telecommunications, dispatch as required.

### KNOWLEDGE and SKILLS:

- Knowledge of applicable City, County, State and Federal statutes, rules, regulations, ordinances, codes, administrative orders and other operational guidelines and directives.
- Knowledge of the procedures and terminology used in 911 police and emergency radio and telephone communications.
- Knowledge of the principles and practices of employee supervision, including work planning and scheduling, training, evaluation and discipline.
- Skill in reading, understanding, interpreting and applying relevant City, County, State and Federal statutes, rules, regulations, ordinances, codes, administrative orders, policies and procedures and other operational guidelines.
- Skill in assessing and prioritizing multiple tasks, projects and/or demands.

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### **KNOWLEDGE AND SKILLS: (continued)**

- Skill in establishing and maintaining effective working relations with co-workers, staff, vendors, contractors, visitors, the general public and others having business with the City of Banning.
- Skill in operating telecommunications center equipment including radios, pagers, computers and related systems.
- Skill in organizing, assigning, reviewing, directing and evaluating the work of assigned staff.
- Skill in remaining calm and exercising sound independent judgment and decision-making in daily work activities and emergency situations.
- Skill in communicating tactfully with the public and others encountered in the course of work.
- Skill in maintaining accurate records and preparing clear and concise written materials.
- Skill in training and evaluating dispatchers.

**MINIMUM QUALIFICATIONS:** A high school diploma or GED and five (5) years of police dispatch experience and obtain P.O.S.T certification in public safety communications within one year from appointment.

**ADDITIONAL REQUIREMENTS:** Must have at least two (2) years of experience as a Communications Training Officer or equivalent.