



## EMPLOYMENT OPPORTUNITY

### Public Safety Dispatcher II

#### Police Department

Salary: \$3,709 monthly / P8 / Step 1

Filing Deadline: 5:00 PM, Friday, October 06, 2023

*The City of El Centro is seeking to fill a vacant full-time position of Public Safety Dispatcher II in the El Centro Police Department. Applicants should possess the required qualifications as outlined below. Interested applicants should submit a completed job application to the Human Resources Department located at 1275 W. Main St., El Centro by the closing date listed above.*

**Summary:** Under general supervision, monitors and responds to radio transmissions from City officers and other law enforcement agencies; responds to Police and Fire service and information requests from the public; evaluates service needs and dispatches appropriate units; performs related responsibilities as required.

**Distinguishing Characteristics:** Receives supervision from the Public Safety Dispatch Supervisor and provides functional direction to Public Safety Dispatcher I.

**Essential Job Functions:** *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is 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 tasks.*

- Receives public calls for non-emergency and emergency service; inputs details of call into computer system; dispatches available Police, Fire, and EMS units; coordinates response of other City departments and other law enforcement agencies to sites in city and surrounding areas.
- Maintains status and location of all police field units.
- Forwards pertinent teletypes and other incident relevant information to Sergeant and Watch Commander.
- Updates and retrieves information from teletype networks relating to wanted or missing persons, stolen property, vehicle registration, stolen vehicles, stolen weapons, supervised release files and other information.
- Queries local, state and federal information systems and conveys the information to the requesting field units.

- Monitors various public safety radio resources to include Police, Fire and OES; maintains communication with field units, provides status updates and other vital resources and information.
- Notifies businesses or public service personnel of alarm activation or other emergencies.
- Responds to questions from public regarding general legal matters, City departmental operations, and identification of governmental representatives and transfers incoming phone calls as appropriate.
- Provides pre-arrival Emergency Medical Services (EMD).
- Provides training and instruction to new Public Safety Dispatchers and other personnel assigned to the Communications Division.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Vehicle and Penal Codes and El Centro Municipal Codes.
- Standard police radio broadcasting procedures and rules.
- Geographic location of streets, parks, major landmarks, and City and County limits.
- Reporting practices of California Law Enforcement Telecommunications System (CLETS), National Crime Information Center (NCIC), and the Criminal Justice Information System.
- Office of Emergency System (OES) mutual aid systems.
- Pre-Arrival Emergency Medical Dispatch (EMD) protocols.
- Automatic Vehicle Location Systems.
- License Plate Reader Systems.
- License Plate Reader Systems.
- Resource Allocation.
- NG911 Technology.

### **Skill to:**

- Operate computer aided dispatch (CAD) system.
- Operate audio recorder and quality assurance programs.
- Type at a speed necessary for successful job performance.
- Operate 800 MHz multi-channel radio system.
- Operate the Department of Justice California Law Enforcement Telecommunication (CLETS) System, Criminal Justice Information System (CJIS) and the National Crime Information System (NCIC).
- Operate multiple computer programs simultaneously.

- Operate office equipment such as fax, printer, multi-line phone system and other equipment.
- Quickly assess critical situations and respond accordingly.

**Ability to:**

- Sustain calm, clear voice tone when talking to emotionally upset or irate individuals.
- Demonstrate patience when obtaining information from citizens.
- Listen, distinguish, and monitor multiple radio transmissions and telephone conversations simultaneously.
- Remember past calls and events and relay relevant information to officers.
- Work under pressure, exercise good judgement, and make sound decisions in emergency situations.
- Pass a thorough background investigation (CCR §1959).

**TRAINING AND EXPERIENCE:** Two (2) or more years of dispatching experience.

**EDUCATIONAL REQUIREMENTS:**

Required:

- High School Diploma or the equivalent to High School graduation.

**LICENSING / CERTIFICATION REQUIREMENTS:**

Required:

- Satisfactory completion of Peace Officer Standards Training (P.O.S.T.) certified Public Safety Dispatchers' Basic Course.
- Class C California driver's license and an acceptable driving record must be maintained.
- Satisfactory completion of the Peace Officer Standards and Training (P.O.S.T) certified Communication Training Officer Course. Must be obtained within 12 months of employment (required to pass probation period)

**Environmental Factors and Conditions/Physical Requirements:**

- Work is performed primarily indoors in an office environment.
- Required to sit, stand or walk for extended periods.
- Required to use hands to finger, handle, grip, grasp or feel objects.
- Required to hear and speak to exchange information in person or on the telephone.
- Required to communicate verbally and in writing.
- May be required to travel to and from meetings, on-site visits to various locations and interact with a variety of people.
- May be required to perform public speaking.
- May be required to bend, stoop, kneel, crawl and crouch.
- May occasionally lift and/or move up to 25 pounds.

**Equipment and Tools Utilized:**

- Personal computer, copier, fax and other standard office equipment
- Radios, cell phones and other communication devices.

*If you have a disability that requires assistance at any point in the recruitment process (for example, filling out applications, testing, interviewing), please notify the Human Resources Department. The City of El Centro performs job-related medical/physical evaluations and pre-employment/promotional drug screening. EEO/ADA.*