



# CITY OF BANNING, CALIFORNIA

## Public Safety Dispatcher

Job Code: 2110

FLSA ☐ Exempt ☒ Non-Exempt

**JOB DEFINITION:** Under general supervision, performs duties associated with receiving emergency and non-emergency calls for Police service and dispatching appropriate units to assist the public.

**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:** Undertakes and provides a variety of law enforcement radio-dispatch and information support services associated with assessing caller needs, dispatching law enforcement, medical and/or other public safety services required specific to the need identified. Answers, identifies and prioritizes emergency and non-emergency calls and requests for service. Assesses, analyzes, evaluates and processes emergency and/or routine requests for law enforcement, medical and/or related services/assistance. Tracks location and availability of law enforcement and other service responders. Monitors and maintains contact with situation and individuals involved. Conducts regular and periodic checks regarding status of officers and others dispatched to calls.

Accesses a variety of local, state and/or national databases, researches information and responds to requests for data and information. Updates and maintains a variety of files and records. Logs calls and related information into electronic and/or manual recording systems. Operates a computer to maintain information and data.

Performs other duties as assigned or 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 City's and the Department's policies and procedures.
- Knowledge of radio operation methods and techniques.
- Knowledge of the principles of file and records management.
- Knowledge of computer aided dispatch systems.
- 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 and directives.
- Skill in assessing and prioritizing multiple tasks, projects and/or demands.
- Skill in working within deadlines to complete projects and assignments.
- Skill in assessing, analyzing, identifying and implementing solutions to complex problems.
- 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 a personal computer utilizing a variety of software applications.

**MINIMUM QUALIFICATIONS:** A high school diploma or GED **AND** one (1) year of customer service or secretarial experience.

**ADDITIONAL REQUIREMENTS:** Must successfully complete background investigation. Must have at the time of application or be able to obtain within twelve (12) months from hire date and maintain State of California Police Officer Standards and Training (POST) Dispatcher Certificate.