



## **CITY OF LONG BEACH CLASSIFICATION SPECIFICATION**

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**TITLE:** PUBLIC SAFETY DISPATCHER I – IV

**DEFINITION:** Under general supervision, answers telephone calls from persons requesting police or fire services and transmits and receives coded two-way radio messages to and from field vehicles and stations.

**DISTINGUISHING CHARACTERISTICS:**

Public Safety Dispatcher I -	Entry level position
Public Safety Dispatcher II -	Journey level position
Public Safety Dispatcher III -	Provides training to Public Safety Dispatcher I positions on a regular basis
Public Safety Dispatcher IV -	Serves as shift supervisor during the absence of the Communication Center Supervisor. (Limited to three positions which encompass the Communications Center Supervisors' regular days off).

**EXAMPLES OF DUTIES:**

**PUBLIC SAFETY DISPATCHER I AND II:**

- Answers telephone calls from persons requesting police or fire service;
- Obtains and records all necessary information in order that the request may be transmitted to the appropriate safety personnel;
- Determines through questioning if the request is valid and if so, if it should be transferred elsewhere;
- Transmits coded radio message, as assigned by Police personnel, to mobile units in the field, including call assignments and cancellations, emergency calls, vehicle and suspect information, and receives acknowledgements;
- Dispatches fire service requests to specified units or if specified unit is unavailable, determines by application of established guidelines the most appropriate unit to dispatch;
- Receives coded messages from mobile or field units and records messages or relays requests to appropriate persons/agencies;
- Operates CRT in response to requests from field in order to retrieve vehicular and personal information for transmittal to the field;
- Conducts test transmissions on communication equipment;
- May be used for training new dispatchers on an occasional basis;

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**PUBLIC SAFETY DISPATCHER I – IV (continued)**

- Monitors PABX telephone switchboard;
- Performs other related duties as required.

**PUBLIC SAFETY DISPATCHER III:**

- Trains Public Safety Dispatcher I's and may participate in evaluating their performance;
- Performs all work assigned to the Public Safety Dispatcher I and II levels;
- Acts as shift supervisor other than day supervisor in the Fire Department;
- May provide lead supervision in the absence of the shift supervisor or Public Safety Dispatcher IV;
- Performs other related duties as required.

**PUBLIC SAFETY DISPATCHER IV:**

- Supervises assigned shift in the absence of the Communications Center Supervisor;
- Handles special projects as assigned;
- Provides training to all staff and participates in evaluating performance;
- Performs work assigned to Public Safety Dispatcher I, II, and III levels;
- Day shift supervisor and trainer in the Fire Department;
- Performs other related duties as required.

**MINIMUM REQUIREMENTS:**

Ability to exercise requisite judgment, tact, and initiative in responding to emergency situations; ability to make appropriate decisions quickly and independently to a high volume of calls of a critical nature; familiar with Cathode Ray Tube (CRT-computer terminal) keyboard or similar keyboard; ability to speak clearly, read accurately, and comprehend, interpret, and retain information given verbally or in writing (e.g., procedures manual, State Penal Code, pertinent FCC regulations, charts and maps); work any shift and weekends and holidays as assigned; pass a thorough background investigation for security clearance.

**HISTORY:**

Revision of classification specification dated 10/04/77; Grade Level IV added.

Approval/Adoption Dates: 09/21/81 – Human Resources Department

Revision of classification specification dated 08/XX/08; name change to PSD added



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**DISTINGUISHING CHARACTERISTICS:**

Public Safety Dispatcher I -	Entry level position
Public Safety Dispatcher II -	Journey level position
Public Safety Dispatcher III -	Provides training to Public Safety Dispatcher I positions on a regular basis
Public Safety Dispatcher IV -	Serves as shift supervisor during the absence of the Communication Center Supervisor. (Limited to three positions which encompass the Communications Center Supervisors' regular days off).

**EXAMPLES OF DUTIES:**

**PUBLIC SAFETY DISPATCHER I AND II:**

- Answers telephone calls from persons requesting police or fire service;
- Obtains and records all necessary information in order that the request may be transmitted to the appropriate safety personnel;
- Determines through questioning if the request is valid and if so, if it should be transferred elsewhere;
- Transmits coded radio message, as assigned by Police personnel, to mobile units in the field, including call assignments and cancellations, emergency calls, vehicle and suspect information, and receives acknowledgements;
- Dispatches fire service requests to specified units or if specified unit is unavailable, determines by application of established guidelines the most appropriate unit to dispatch;
- Receives coded messages from mobile or field units and records messages or relays requests to appropriate persons/agencies;
- Operates CRT in response to requests from field in order to retrieve vehicular and personal information for transmittal to the field;
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- Monitors PABX telephone switchboard;
- Performs other related duties as required.

**PUBLIC SAFETY DISPATCHER III:**

- Trains Public Safety Dispatcher I's and may participate in evaluating their performance;
- Performs all work assigned to the Public Safety Dispatcher I and II levels;
- Acts as shift supervisor other than day supervisor in the Fire Department;
- May provide lead supervision in the absence of the shift supervisor or Public Safety Dispatcher IV;
- Performs other related duties as required.

**PUBLIC SAFETY DISPATCHER IV:**

- Supervises assigned shift in the absence of the Communications Center Supervisor;
- Handles special projects as assigned;
- Provides training to all staff and participates in evaluating performance;
- Performs work assigned to Public Safety Dispatcher I, II, and III levels;
- Day shift supervisor and trainer in the Fire Department;
- Performs other related duties as required.

**MINIMUM REQUIREMENTS:**

Ability to exercise requisite judgment, tact, and initiative in responding to emergency situations; ability to make appropriate decisions quickly and independently to a high volume of calls of a critical nature; familiar with Cathode Ray Tube (CRT-computer terminal) keyboard or similar keyboard; ability to speak clearly, read accurately, and comprehend, interpret, and retain information given verbally or in writing (e.g., procedures manual, State Penal Code, pertinent FCC regulations, charts and maps); work any shift and weekends and holidays as assigned; pass a thorough background investigation for security clearance.

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