

TITLE: PUBLIC SAFETY DISPATCHER I-IV

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

DISTINGUISHING CHARACTERISTICS:

Public Safety Dispatcher I - This is the entry level grade which receives training on call taking and radio dispatching. This grade level also distinguishes those dispatchers who only perform call taking.

Public Safety Dispatcher II - This is the journey level grade for dispatchers performing both call taking and radio dispatching.

Public Safety Dispatcher III - This grade level performs the duties of the classification and provides training to other dispatchers. This grade level may serve as a lead in the absence of a Public Safety Dispatcher IV in the Fire Communications Center

Public Safety Dispatcher IV - This grade level performs the duties of the classification and provides training to other dispatchers. This grade level serves as shift supervisor in the Fire Communications Center and may serve as a lead in the absence of the Communication Center Supervisor in the Police Communications Center.

EXAMPLES OF DUTIES:

- Answers telephone calls from persons requesting police, fire, or medical 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;
- Responds 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;
- May train Public Safety Dispatcher and evaluate their performance;
- May provide lead supervision in the absence of the shift supervisor or Public Safety Dispatcher IV;
- May supervise assigned shift in the absence of the Communications Center Supervisor;
- May handle special projects as assigned;
- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

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; ability to type accurately at a net speed of 35 words per minute; 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 Long Beach Police Department 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
Revision of classification specification dated 02/15/2023