

City of South San Francisco
Human Resources Department

Lead Communications Dispatcher
Class Description

Definition

Under general direction, performs a variety of advanced police dispatch duties; receives and transmits routine and emergency telephone and radio traffic; dispatches and coordinates police, fire, public works, and other municipal staff and equipment via multifrequency two-way radio; maintains and processes a variety of communications reports, records, and radio logs; provides technical assistance and training less experienced dispatchers, acts as the shift lead in the absence of a supervisor, and does related work as required.

Distinguishing Characteristics

This is the advanced journey level class in the Communications Dispatcher series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. This classification is distinguished to the next higher-level classification in that the latter has primary responsibility for supervision and staffing the City's public safety dispatch communication centers.

Typical and Important Duties

1. Receives and handles incoming telephone and voice radio calls for police, fire, ambulance, and public works.
2. Secures and records information as to exact locations and circumstances using radio or other equipment to dispatch appropriate units to the emergency scene.
3. Maintains radio contact with local units on assignment and directs and coordinates with staff from other agencies on a mutual-aid basis, as needed.
4. Operates a multi-channel two-way radio, telephones, teletype, and data equipment.
5. Performs numerous duties simultaneously.
6. Prioritizes calls for service as well as other work-related tasks.
7. Maintains radio logs and records other information as required.
8. Maintains resource files for computer aided dispatch system.
9. Assists in organizing, developing, and coordinating training for new Communications Dispatchers, may serve as trainer to newly hired dispatchers on as-needed basis.
10. Provides technical, operational, and policy guidance to other dispatchers as needed.
11. Assists in monitoring work in progress by dispatchers to assure that call taking and dispatch activities are being performed in accordance with departmental procedures and policies.
12. In the absence of a supervisor, performs shift scheduling tasks, including filling vacancies due to sick calls or other unforeseen absences.
13. Establishes and maintains positive working relationships amongst coworkers, other City employees, and the public.
14. Participates in dispatch-related projects as assigned by the supervisor.

15. May be assigned to perform warrants duties, including entries and daily processing.
16. Assist with reporting and troubleshooting issues with telecommunications equipment.
17. Perform other related duties and responsibilities as assigned.

Job-related Qualifications

Knowledge of:

- Public safety communications systems, procedures, laws and regulations.
- Standard office methods and practices.
- Operation of computer-aided dispatching and telecommunications equipment

Ability to:

- Think clearly and act quickly in emergency situations.
- Gather, analyze, and evaluate information, independently assessing and disseminating the information clearly to field units
- Understand and carry out oral and written directions.
- Establish and maintain cooperative relationships with those contacted in the course of the work.
- Speak in a clear and understandable voice, using correct English and proper enunciation.
- Appropriately prioritize calls for service and related tasks.
- Communicate effectively in writing, orally, and with others to assimilate, understand, and convey information, in a manner consistent with job functions.
- Represent the City, the department, or the organizational unit effectively in contacts with representatives of other agencies, City departments, and the public.
- Take a proactive approach to customer service issues.
- Make process improvement changes to streamline procedures.
- Work in a safe manner, following City safety practices and procedures.
- Maintain confidentiality regarding sensitive information.

Skill in:

- Learning the operation of radio equipment and related information systems.
- Operating the computer aided dispatch system effectively.
- Entering and retrieving data from a computer with sufficient speed and accuracy to perform the assigned work.
- Type at an acceptable level of speed and accuracy to perform the duties satisfactorily, which is 35 wpm.
- Performing numerous tasks properly and simultaneously with ease.

Experience and Training

Any combination of experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two (2) years of experience as a Communications Dispatcher with the City of South San Francisco

Training:

Equivalent to graduation from high school.

Licenses and Certificates

All licenses and certificates must be maintained as a condition of employment.

- Possession of, or ability to obtain, a valid, appropriate California driver's license and a satisfactory driving record.
- Possession of a valid Public Safety Dispatcher Basic Certificate issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T)

Special Requirements

Essential duties require the following physical skills and work environment:

Physical Skills:

Able to use standard office equipment, including a computer; mobility to work in a typical office setting to use standard office equipment; sit, stand, walk, kneel, crouch, stoop, squat, twist, and maintain sustained posture in a seated position for prolonged periods of time; vision to read printed materials and a computer screen; hearing and speech to communicate in person, over the telephone, and radio; lift and carry 35 pound boxes, files, and materials.

Work Environment:

Work in a standard dispatch center environment.

Ability to:

Travel to different sites and locations; drive safely to different sites and locations; maintain a safe driving record; handle public information emergency situations; available for meetings in absence of a supervisor.

Additional Information:

- Approved: October, 2023
- Revised Date:
- Former Titles:
- Abolished:
- Bargaining Unit: AFSCME
- DOT: No
- Status: Classified/non-exempt
- Job Code: A155