

CITY OF MILPITAS
EFFECTIVE: June 1985
REVISED: April 2016
Feb 2006
EEOC: Technician
FLSA: Non-exempt
UNIT: MPOA/Police
PHYSICAL: 1

COMMUNICATIONS DISPATCHER

DEFINITION

To receive incoming calls for police or fire assistance and dispatch necessary units; to operate various communications equipment; and to perform a variety of general support duties related to communication activities, including record keeping, data input/retrieval, and filing.

SUPERVISION RECEIVED AND EXERCISED

- Receives general supervision from the Communications Supervisor.
- May provide technical supervision to less experienced staff in the communication center.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Receive emergency calls from the public requesting police, fire, or other emergency service; determine nature and location of emergency, determine priority, and dispatch emergency units as necessary and in accordance with established procedures.

Maintain contact with all units on assignment; maintain accurate status and location of police field units and fire units.

Answer non-emergency calls for assistance; answer maintenance service emergencies on weekends and holidays.

Prioritize and coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

Answer incoming phone calls; screen calls and route to appropriate person or office.

Enter, update, and retrieve information from various databases relating to wanted persons, stolen property, vehicle registration, stolen vehicles and other information.

Quickly evaluate emergency situations and develop logical working solutions.

CITY OF MILPITAS
Communications Dispatcher

EXAMPLES OF DUTIES

Perform a variety of record keeping, filing, indexing, and other general clerical work including data input and retrieval.

Confirm warrants; verify electronic record matches physical record.

Test and inspect equipment as required.

Monitor alarm systems covering City's facilities.

Communicate via radio to Fire and Police Units.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Standard radio or telephone communications receiving and transmitting equipment.

Ability to:

Speak clearly and precisely.

Learn standard broadcasting procedures, rules, and codes.

Learn principles and techniques of radio communications.

Work under pressure, exercise good judgment, and make sound decisions in emergency situations.

Effectively communicate with and elicit information from upset and irate citizens.

Must be certified to type at rate of 35 Net Words per Minute.

Read and interpret maps and act with resourcefulness.

Understand and follow oral and written instructions.

Learn to operate computer aided dispatch, telecommunications network, and other office equipment.

Work various shifts as assigned, including holidays and weekends.

EXPERIENCE AND EDUCATION

Education: 60 semester or 90 quarter units of college work OR

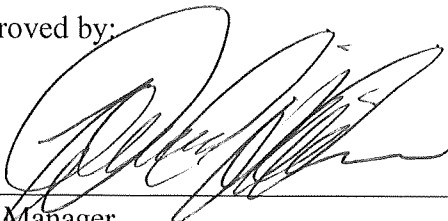
Experience: Minimum of two (2) years experience dispatching in a Law Enforcement Agency.

SPECIAL REQUIREMENTS:

Essential duties require the following physical abilities and work environment:

General office environment; sit and/or stand for long periods of time; repetitive keyboarding; reach, squat, lift, and carry up to 25 pounds; able to travel to various locations within and outside the City of Milpitas.

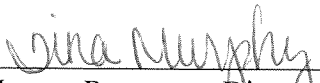
Approved by:



City Manager

4/20/16

Date



Human Resources Director

4/19/16

Date