

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Public Safety Dispatcher III	<b>Job Family:</b> 2
<b>General Classification:</b> Front-Line	<b>Job Grade:</b> 16A

**Definition:** To provide effective, efficient, and courteous emergency communications with the public and with personnel of City agencies. Additionally, to provide shift supervision of Public Safety Dispatchers I and II.

**Distinguishing Characteristics:** This is the advanced journey-level classification in the Public Safety Dispatcher series and is distinguished from other classes within the series by the shift supervision responsibilities assumed. Positions at this level work independently in the absence of direct supervision and provide direction to Public Safety Dispatchers at the I/II level.

Receives general direction from the Emergency Communications Manager or designee. May receive technical direction from the Lead Public Safety Dispatcher.

**Examples of Duties:** Duties may include, but are not limited to, the following:

1. Performs all of the functions of a Public Safety Dispatcher, including:
  - a. Responsible for 9-1-1, text-to-911, and nonemergency call triaging and implementing Emergency Medical Dispatch (EMD) services over the phone as appropriate.
  - b. Answers telephone calls promptly and courteously.
  - c. Operates a computer-aided dispatch (CAD) system with speed and accuracy.
  - d. Skillfully utilizes and multi-tasks between the telephone, radio, and CAD system.
  - e. Makes rapid and accurate determination of the location, nature, time element, and degree of severity for any situation. If necessary, refers callers to the appropriate agency or other resource.
  - f. Refers nonemergency callers to the appropriate agency or other resource.
  - g. Questions callers to elicit information necessary for response and enters the information into the CAD system.

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- h. Selects emergency response units in accordance with established user agency policies and procedures.
  - i. Promptly and accurately alerts and then relays critical facts verbally and digitally to appropriate emergency response field units in accordance with user agency policies and procedures.
  - j. Maintains an accurate record of location and current status on emergency response field units.
  - k. Closely monitors any situation presenting a potential danger and takes immediate action to dispatch assistance as required.
  - l. Maintains radio contact with emergency response field units and enforces proper channel control, discipline, and courtesy.
  - m. Maintains records and logs within the CAD system reflecting the details of created events.
  - n. Participates in and attends continual professional training to maintain a high level of proficiency and professionalism in accordance with Peace Officer Standards and Training (POST), International Academies of Emergency Dispatch (IAED), and other associations.
  - o. Accesses automated law enforcement systems, inputs data and information, and makes accurate entries into automated record files in accordance with applicable laws, statutes, and Department of Justice requirements.
2. Provides front-line shift supervision of Public Safety Dispatchers I and II, including scheduling, assignment, and evaluation of work performance; and implementing and enforcing existing policies.
  3. Provides on-shift training to new and existing Public Safety Dispatchers.
  4. Performs basic troubleshooting for equipment failure. Ensures the appropriate notification of City administrative staff of equipment failure(s) or other significant incidents.
  5. Maintains responsibility for, and command of, decisions on assigned shift and liaison with on-duty Police, Fire, and contract agency supervisors.

6. Builds and maintains positive working relationships with coworkers, other City employees, the public, and government agencies using principles of good customer service.

**Minimum Qualifications:**

Knowledge of: Telephone and computer terminal operation; City agency operational policies, procedures, and requirements; procedures and methods used in the operation of a Public Safety Answering Point (PSAP), CAD, and computerized radio and telephone equipment operation; emergency communication techniques pertinent to Police, Fire, and Emergency Medical Dispatch; training and instruction techniques pertaining to adult learning modalities; City of Mountain View geography inclusive of, but not limited to, the location of primary roads, streets, highways, major buildings, and public facilities; and City agency operational policies, procedures, and requirements.

Ability to: Communicate in a clear and concise manner with persons who may be under extreme emotional stress; learn Emergency Communications Center (ECC) telephone answering techniques according to policies and procedures; effectively navigate the CAD system with speed and accuracy while simultaneously receiving information by phone or radio; use a keyboard and other peripheral computer equipment with a high level of speed and accuracy; establish and maintain effective working relationships with those contacted in the course of work; maintain composure, exercise good judgment, and work accurately in a timely manner when under pressure in stressful situations; retain, accurately recall, and evaluate facts and/or details solely from memory; and type into a computer terminal at the rate of 35 words per minute; operate CAD, computerized radio, and telephone systems; accurately dispatch Police, Fire, and emergency medical personnel and equipment in a quick and efficient manner; and provide training instruction and verbal communication to others.

**Experience and Training Guidelines:** Combination of relevant education, experience, and training that satisfies the required minimum qualifications, knowledge, and abilities.

Education equivalent to graduation from the 12th grade; two years of experience equivalent to a Public Safety Dispatcher II, supplemented by completion of the City's or POST-certified Supervisory Course prior to or within one year of appointment.

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**Required Licenses or Certificates:** Possession of the POST Certified Public Safety Dispatchers' Basic Course completion certificate and a valid California Class C Driver License within six months of appointment. Possession of the California POST Public Safety Dispatcher Basic Certificate is highly desirable. During and upon completion of the training program, complete CPR training and obtain EMD certification issued by the IAED. Once certified in EMD, maintain EMD and CPR certifications.

**Working Conditions:** Requires working rotating shifts, including nights, weekends, holidays, and overtime.

Established: September 2013

Revised: May 2020

HRD/CLASS SPECS

Public Safety Dispatcher III