

**CITY OF MOUNTAIN VIEW  
CLASS SPECIFICATION**

<b>Position Title:</b> Lead Public Safety Dispatcher	<b>Job Family:</b> 2
<b>General Classification:</b> Professional	<b>Job Grade:</b> 15

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

**Distinguishing Characteristics:** This is the lead-level classification in the Public Safety Dispatcher series and receives general direction from the Communications Manager.

**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) Answers all telephone calls promptly and courteously.
  - (b) Makes rapid and accurate determination of the nature of each call and the degree, severity and location of any emergency.
  - (c) Refers nonemergency callers to the appropriate agency or other resource.
  - (d) Questions emergency callers to elicit complete and accurate information necessary for emergency response and enters information into the computer-aided dispatch system.
  - (e) Selects emergency response units in exact accordance with established user agency policies and procedures.
  - (f) Properly alerts response units in exact accordance with user agency policies and procedures.
  - (g) Maintains current status on all field units.
  - (h) Closely monitors any situation presenting a potential danger to the life or safety of field personnel and takes immediate action to dispatch assistance as required.
  - (i) Maintains radio contact with field units and enforces proper channel control, discipline and courtesy.

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- (j) Maintains records and logs reflecting the outcome and details of emergency incidents.
  - (k) Participates in periodic training and evaluation activities to establish and maintain a high level of proficiency.
2. Provides lead supervision of Public Safety Dispatchers, including interpretation of agency policies and procedures as required.
  3. Assists Communications Manager in providing in-service training to, and evaluation of, Public Safety Dispatchers and Public Safety Dispatcher Aides.
  4. Completes special projects to enhance the overall environment as assigned by the Communications Manager.

**Minimum Qualifications:**

Knowledge of: Telephone and radio equipment operation; emergency communication techniques; computer terminal operation; City agency operational policies, procedures and requirements; techniques of supervision.

Ability to: Operate communication and computer-aided dispatch equipment; communicate clearly and concisely with persons under extreme emotional stress; accurately type into a computer terminal at the rate of 35 words per minute; train and exercise lead supervision over others.

**Experience and Training Guidelines:** Any combination of experience and training will qualify if it provides for the required knowledge and abilities.

Recommended: Training and experience equivalent to graduation from high school; and three years of experience as a Public Safety Dispatcher supplemented by completion of the City's or POST certified supervisory training prior to or within one year of appointment.

**Required Licenses or Certificates:** Successful completion of the POST Certified Basic Police Dispatcher's course within the first year of employment. Possession of a valid California Class C driver's license.

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

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Established 1978

Revised November 1998

CLASS SPECS

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