

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Public Safety Dispatch Coordinator	Job Family: 3
General Classification: Professional	Job Grade: 33C

Definition: To perform complex professional analytical assistance to the Emergency Communications Manager. Lead training and administrative functions of the Emergency Communications Center (ECC) in the areas of staff development, training program management, policy development and implementation, technological support, and supervision of frontline Public Safety Dispatchers. This position ensures delivery of effective, efficient, and courteous emergency communications with the public and with personnel of City agencies by maintaining and updating administrative and operational standards for the ECC.

Distinguishing Characteristics: This is the supervisory classification in the Public Safety Dispatcher series and is distinguished from the Public Safety Dispatcher III shift supervisor role by the level of training and supervisory responsibility assumed and primary assignment to professional functions, rather than direct 9-1-1 dispatch service delivery. Public Safety Dispatch Coordinators may be assigned to serve in an Administrative Coordinator or Training Coordinator role and will cross-train to provide back-up support as needed. Public Safety Dispatch Coordinators may be temporarily assigned to minimum staffing in the ECC in the instance of an emergency, including if staffing reaches critical levels.

This position provides general direction to the Public Safety Dispatcher III and receives general direction from the Emergency Communications Manager. This position may receive general direction from a Police Captain in the absence of the Emergency Communications Manager.

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

1. Provide high-level staff support in day-to-day administrative, training, and compliance operations, including analysis, interpretation, implementation, and communication of procedures, processes, and standards of the ECC.
2. Provide supervision of and support to Public Safety Dispatchers, including evaluations and performance management.
3. Within established guidelines, interpret various department rules, policies, and procedures of assigned programs and projects.
4. Maintain trinary shift schedules for all shifts, including oversight of the shift, vacation, and overtime bidding processes.

5. Research problems in work flow, make recommendations for resolving issues, implement solutions, and communicate new processes or standards.
6. Maintains knowledge of the state-of-the-art emergency communications systems and equipment through attendance at subject matter conferences and training sessions and review of appropriate publications.
7. Prepare recordings regarding radio and telephone activities resulting in legal proceedings.
8. Provide on-shift training to new and existing Public Safety Dispatchers.
9. Research and prepare technical and administrative reports and written correspondence.
10. Perform basic and advanced troubleshooting for equipment failure. May be required to make the appropriate notification of Police and Fire Department personnel and City administrative staff of equipment failure(s) or other significant incidents in the absence of the Emergency Communications Manager.
11. Complete special projects for the ECC requiring a high degree of independent judgment and work where standardized procedures are not always available.
12. Maintain the knowledge, skills, and abilities to perform all duties of a frontline Public Safety Dispatcher in order to: provide effective training and operational support, evaluate frontline dispatchers' performance, and fill in as a frontline dispatcher in the ECC during staffing shortages and emergencies.
13. Build and maintain positive working relationships with coworkers, other City employees, and the public using principles of good customer service.
14. Act in the capacity of Emergency Communications Manager in the Emergency Communications Manager's absence, including serving as emergency contingency coordinator in the event of a major emergency until the arrival of the Emergency Communications Manager.
15. Develop management and leadership capabilities for the ECC's succession plan.
16. Perform duties related to specific area of assignment as follows:

When Assigned to Administration:

- a. Provide administrative support for staff development, policy development, and implementation, and technological support.

- b. Coordinate 9-1-1 public outreach programs.
- c. Coordinate the quality assurance review programs for Police, Fire, EMS, and Midpeninsula Regional Open Space District calls for service.
- d. Assist with training new personnel in the in-house training curriculum .
- e. Assist the Emergency Communications Manager with tracking staff required certifications and training programs to ensure staff meets standards and certifications for Peace Officer Standards and Training (POST), Emergency Medical Dispatch (EMD), and any other applicable accreditation, in the absence of the Training Coordinator.
- f. Perform training program coordination duties in the absence of the Training Coordinator.

When Assigned to Training:

- a. Develop curriculum and make program recommendations to the Emergency Communications Manager; and implement and evaluate program changes.
- b. Review, update, and maintain procedure and training manuals concerning the operations of the ECC.
- c. Prepare and present instruction for all dispatch personnel. Communications, specific and related training, is also prepared and presented for other departments within the City.
- d. Coordinate scheduling and/or instruct the requisite training and testing of new public safety dispatchers in a classroom setting. Monitor effectiveness of new personnel and trainers.
- e. Coordinate with the Personnel and Training Sergeant in the maintenance of training records for compliance with the International Academy of Emergency Medical Dispatch (IAEMD), Priority Dispatch, ProQA, Peace Officer Standardized Training (POST), and legislative mandates for the Basic Dispatch Academy; Communications Training Officer Academy; Supervisory Training Course; Annual CPT Update; and specific skills and knowledge instruction.
- f. Maintain the audio, video, and reference libraries for Communications as well as resource materials for the operations area.

- g. Prepare and maintain POST-compliant continued professional training plans.
 - h. Assist the Emergency Communications Manager in coordinating and providing ongoing in-service training to, and evaluation of, Public Safety Dispatchers.
17. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Principles and practices of supervision and training; telephone and radio equipment operation; emergency communication techniques; computer terminal operation; City agency operational policies, procedures, and requirements; computers and related equipment, including Microsoft Word, Excel, and PowerPoint.

Ability to: Operate communication and computer-aided dispatch equipment; communicate effectively, clearly, and concisely both orally and in writing with all contacted in the course of work, including persons under extreme emotional stress; prepare and present technical and nontechnical reports and presentations; prioritize assignments and workload appropriately and respond to deadlines effectively; make decisions regarding administrative requests without direct supervision; observe, oversee, and evaluate tactical dispatch operations when deployed in a field setting; interpret and implement Federal, State, and local regulations and procedures; gather, interpret, and analyze data; work independently; understand and follow oral and written instructions; accurately type into a computer terminal at the rate of 35 words per minute; establish and maintain effective working relationships with those contacted in their course of work; plan, schedule, train, evaluate, and exercise supervision over others.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Training and experience equivalent to graduation from high school; and three years of recent experience as a Public Safety Dispatcher performing a variety of supervisory and training tasks, including one year equivalent to the position of Public Safety Dispatcher III with the City of Mountain View, supplemented by completion of the City's or POST-certified supervisory training prior to or within one year of appointment.

Required Licenses or Certificates: Possession of a valid California Class C Driver License and possession of POST Certified Basic Police Dispatcher's Certificate.

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Working Conditions: May require working rotating shifts, including nights, weekends, holidays, and overtime.

Established: October 2022

Revised:

HRD/CLASS SPECS

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