Communications Dispatcher II

Bargaining Unit: AFSCME:Comm Dispatch
(E10)

COUNTY OF SAN MATEO
Revision Date: Mar 25, 1998

Class Code: V048

SALARY RANGE
$34.77 - $43.48 Hourly
$2,781.60 - $3,478.40 Biweekly
$6,026.80 - $7,536.53 Monthly
$72,321.60 - $90,438.40 Annually

DEFINITION:
Under general supervision, perform a full range of radio-telephone operational duties; provide training and direction to other Communication Dispatchers.

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

- Receive and process business or emergency calls for law enforcement, fire, medical and other public services agencies.
- Screen information to determine nature of call, perform call classification, determine priority, jurisdiction and document activity.
- Screen and prioritize telephone workload.
- Cognizant of workloads and specific system status.
- Provide support and assistance in a team concept during day-to-day operations, critical or large scale incidents.
- Coordinate the dispatching and status of mutual aid incidents.
- Develop and foster a positive working rapport with direct and in-direct customers, the public and co-workers.
- Testify in court regarding legal proceedings related to dispatch call(s) received.
- Prepare and submit various reports.
- Provide training to dispatch employees.
- Develop and maintain working knowledge of highways, streets, buildings and major points of interest in the County and adjacent areas.
- Remain current on procedures for manual dispatch operations, Communications Center evacuation and Communications Bus activation.
- Provide off hours services as required.
- Perform related duties as assigned.

QUALIFICATIONS:
Knowledge of:

- English language, spelling, grammar and punctuation.
- Customer service and interpersonal communications principles.
- Computer operation and use in office and Communications Center environments.
- Basic principles in communicating by means of face-to-face contact, telephone and/or data terminals.
- Public safety entities who provide emergency services within San Mateo County.
- Various resources within the County in order to provide referrals to the public and public safety agencies.
Skill/Ability to:

- Speak, read and write English clearly.
- Communicate clearly and concisely, in English, both orally and in writing.
- Operate various types of communications equipment including public safety telephone and data terminals and other related technologies.
- Read and interpret various mapping devices and relaying pertinent information.
- Work under pressure, exercising good judgment and common sense while making sound decisions in emergency situations.
- Prioritize and determine an appropriate course of action based on a given set of circumstances.
- Perform multiple tasks simultaneously.
- Listen, understand and relay information via radio, telephone and in person.
- Remain calm and controlled under stressful periods while projecting a professional demeanor.
- Establish and maintain positive and courteous working relationships with customers, the community and co-workers.
- Participate in Communications Center teamwork while maintaining assigned job responsibilities and duties.
- Anticipate and adapt to fluctuating workloads in the Communications Center.
- Communicate and receive feedback and opinions to affect change.
- Access and refer to information using available resources.
- Read, interpret, understand and follow written and oral instructions and/or information.
- Remain seated for long periods of time.
- Read standard text/data on electronic screen or computer terminal teletype printouts and variety of maps.
- Hear in an open space and noisy environment with static or weak transmissions and/or telephone conversations.

Education and Experience:

Any combination of education and experience that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to qualify is:

One year of experience working as a calltaker, communications dispatcher or related position with a public safety agency within the last three years.