



CITY OF BRAWLEY

DEPARTMENT: Police

POSITION: **Part-time** Communications Dispatcher

SALARY: \$16.65/hour
Averaging 12 hours per week

EXAM TYPE: Written and Oral

DUTIES:

Operates public safety radio and computerized telecommunications equipment to receive, transmit, evaluate, and respond to multiple emergency and non-emergency calls for information, services, and repairs by paging or dispatching the appropriate City, allied agency, or other emergency units. Incumbent maintains logs and records, and receives and transmits information through the use of a computer aided dispatch (CAD) system on a continuous basis. This position requires the incumbent to work frequently under stressful conditions.

QUALIFICATIONS:

- Possession of high school diploma or equivalent; and:
- One year of experience in the operation of a telephone switchboard or communications equipment; or
- One year of general office work involving extensive public contact in person or over the phone; or a combination of training, education, and experience that is equivalent to the employment standards listed here and that provides the required knowledge and abilities.
- **Incumbents are required to pass a thorough background investigation.**
- Incumbents must be able to type 35 WPM
- A valid California driver's license is required.

APPLY TO: Personnel – City Administration Offices
383 Main Street
Brawley, CA 92227
(760) 351-3057

APPLY BY: December 7, 2015

CITY OF BRAWLEY

CLASS TITLE: POLICE COMMUNICATIONS DISPATCHER – PART TIME

BASIC FUNCTION:

Under close, and as experience increases, general supervision of the Communications Dispatch Supervisor, operates public safety radio and computerized telecommunications equipment to receive, transmit, evaluate, and respond to multiple emergency and non-emergency calls for information, services, and repairs by paging or dispatching the appropriate City, allied agency, or other emergency units. Incumbent maintains logs and records, and receives and transmits information through the use of a computer aided dispatch (CAD) system on a continuous basis. This position requires the incumbent to work frequently under stressful conditions.

ESSENTIAL DUTIES:

- Operates a variety of communications equipment including radio systems, enhanced 9-1-1, various telephone systems, telecommunications device for the deaf, recording equipment, and computer systems in accordance with Federal Communications Commission regulations, department policy and standard operating procedures.
- Receives routine emergency calls obtaining essential information in order to determine locale and the appropriate emergency units to be dispatched.
- Determines jurisdiction, notifying other agencies as required and transferring calls to other agencies when appropriate; Dispatches emergency equipment and personnel units to various locations to respond to calls and ensure necessary coverage.
- Makes inquiries to local, State, and Federal national computer systems to obtain information required by public safety personnel in the field.
- Reads and interprets maps to locate emergency incidents, determines jurisdiction, beat, or reporting district and locates the closest available units; may respond to an emergency in the field with communications equipment and set-up and operate such equipment.
- Assists with training, and with experience may be assigned as a trainer, of new employees learning the techniques and procedures of dispatching, operating radio equipment, and operating CAD equipment.
- Types reference cards, logs, report jackets, procedure manuals, and other documents; maintains files and reference manuals; and performs other clerical duties.
- Perform matron duties as assigned.

OTHER DUTIES:

- Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Methods of handling difficult public contacts.
- The operation of computerized telephone switchboard and/or central communications equipment.
- Rescue and emergency response procedures; and, available types of emergency services.
- Terminology, codes, and procedures used in public safety dispatching; State, Federal, and local laws and ordinances; and, jurisdictional boundaries.
- The operations, functions, rules, and regulations of the Police and Fire Departments.
- Modern office practices and procedures including filing, record-keeping, and operating standard office equipment.

ABILITY TO:

- Ability to re-locate / live full-time within a one-hour maximum response time to the Brawley Police Department.
- Ability to perform all job duties and functions in a highly stressful environment.
- Retain and relay information received under stressful conditions.
- Manage multiple phone calls, radio transmissions, and personnel communications simultaneously.
- Speak over the phone or radio clearly and in a professional manner.
- Hear, understand, and speak the English language.
- Respond to calls quickly and calmly and make sound decisions under pressure and/or stress.
- Communicate with people of diverse social and cultural backgrounds.
- Follow oral and written instructions.
- Establish and maintain professional working relationships with other employees, law enforcement and fire personnel, the public and other agencies.
- Operate computer and typewriter keyboards with speed and accuracy.

- Read maps and give directions.
- Keep accurate detailed records.
- Maintain and adhere to strict confidentiality standards.
- Work shift work, nights, weekends, and holidays.

EDUCATION AND EXPERIENCE:

- Possession of high school diploma or equivalent; and:
- One (1) year of experience in the operation of a telephone switchboard or communications equipment; or,
- One (1) year of general office work involving extensive public contact in person or over the phone; or,
- A combination of training, education, and experience that is equivalent to the employment standards listed above and that provides the required knowledge and abilities.
- Incumbents are required to pass a thorough background investigation.
- Incumbents must be able to type 35 net wpm
- A valid California driver's license is required.

WORKING CONDITIONS:

- Desk / Computer workstation in sedentary climate controlled office environment.
- Required to sit for extended periods of time.

PHYSICAL DEMANDS:

- Able to: sit, stand, bend, stoop, twist, lift up to 25 pounds, and lift objects over head.