CITY OF BRAWLEY
JOB ANNOUNCEMENT

DEPARTMENT: Police

POSITION: Communications Dispatcher
Full time position with benefits

SALARY: $3,061.42 per month

EXAM TYPE: Oral Interview
Typing Test

DUTIES: See job description

QUALIFICATIONS:

- Possession of high school diploma or equivalent; and:
- Two (2) years of general work experience involving extensive public contact in person or over the phone, telephone switchboard experience preferred; 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.
- **Candidates are required to pass a thorough background investigation.**
- Candidates must be able to type 35 WPM and successfully complete the Post-Certified Basic Complaint/Dispatcher course during the one year probationary period.
- A valid California driver's license is required.
- Must be able to multi-task in a highly stressful environment

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

APPLY BY: **December 8, 2017**

Posted 11/21/2017

CITY OF BRAWLEY

CLASS TITLE: POLICE COMMUNICATIONS DISPATCHER

BASIC FUNCTION:

Under immediate (Police Dispatcher Trainee) or general (Police Dispatcher) supervision, performs a variety of dispatching duties for emergency and non-emergency calls; dispatches police officers to calls for service; dispatches fire personnel to calls for service; and operates a variety of communication equipment including radio, telephone, and computer-aided dispatch (CAD) systems.

ESSENTIAL DUTIES:

In Support of Police Operations

- Receive initial calls for service and determines nature, location and severity of emergency or services required
- Obtain pertinent caller/witness information for current or future investigation of the incident
- Obtain suspect/crime information, enter into CAD and provide to responding units
- Dispatch appropriate resources to the incident ensuring adequate responders on-scene as well as to maintain sufficient remaining coverage within the jurisdiction
- Maintain constant contact with persons reporting crimes in progress keeping them calm and relaying that information in a real-time manner to responding officers
- Broadcast (and receive broadcasts) to/from surrounding communities via mutual aid police radio systems regarding crimes occurring in and around the city
- Maintain radio contact with officers on scene to keep the police officer-in-charge informed
- Notify additional resources (Detectives, Crime Scene Investigators, Accident Reconstruction, Medical Examiner, Tactical Teams, Senior Staff, etc.) and maintain an accurate information flow with them
- Provide an effective link to outside support agencies (Fire, Water, Power, Highway, Tow Companies, etc.)
- Interact with Department of Motor Vehicles, Criminal History, National Crime Information Center databases via computer with incident related queries
- Testify in criminal court as to the authenticity of archived recordings and with regards to actions taken during the call taking/dispatching evolution
- Support all police department divisions (Detective, Traffic, etc.) with data entry/gathering and other services as needed.

In Support of Fire/EMS Operations

- Receive initial calls for service and determine nature, location and severity of emergency or services required

- Provide pre-arrival instructions to reporting person pertinent to the emergency; Pre-arrival Emergency Medical instructions provided continuously to the caller until the arrival on scene by Fire/EMS providers
- Response determination made based on data entered into CAD and appropriate fire units dispatched
- Emergency Medical calls prioritized by dispatchers and, where needed, Paramedics dispatched from contract provider.
- Responding fire departments advised of changing conditions, target hazards, additional reports, etc. while en route and, upon arrival of commanding fire officer, updated instructions relayed to fire units arriving on scene and still in response
- Requests from Incident Command for additional resources (additional alarms/mutual aid, HazMat Teams, etc.) relayed via radio to surrounding communities
- Obtain mutual aid fire units to cover empty stations, additional emergency calls and to supplement firefighting teams on scene
- Notifications to off-duty senior and line staff made regarding significant emergencies requiring response to the scene or response to town to support mutual aid fire units covering stations
- Patient information relayed to receiving hospitals when EMS initiates transport
- Information management with supporting agencies (Gas Company, Imperial Irrigation District, etc.)

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.

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.
- Operate 9-1-1 system, radio transmitting system, and computer-aided dispatch system (CAD).

- 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.
- Understand and follow oral and written instructions.
- Establish and maintain effective professional working relationships with those contacted in the course of work.
- Operate computer and typewriter keyboards with speed and accuracy.
- Analyze and interpret maps. Effectively direct responding personnel based on streets, landmarks, and geography service areas of the Communication Center.
- Keep accurate detailed records.
- Maintain and adhere to strict confidentiality standards.
- Work independently in the absence of immediate supervision.
- Work shift work, nights, weekends, and holidays.

EDUCATION AND EXPERIENCE:

- Possession of high school diploma or equivalent; and,
- Two (2) years of general work experience involving extensive public contact in person or over the phone, telephone switchboard experience preferred; 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.
- Successful candidates are required to pass a thorough background investigation.
- Must be able to type 35 net wpm and successfully complete the Post-Certified Basic Complaint/Dispatcher course during the one-year probationary period.
- A valid California driver's license is required.

WORKING CONDITIONS:

Environment: Police communication center; climate controlled office environment, works with computers and dispatch radios; exposure to noise (i.e. ringing phones), unusual fatigue factors, emergency and stressful situations and electrical energy. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

PHYSICAL DEMANDS:

Physical: Essential and other important responsibilities and duties require maintaining physical condition necessary for sitting for prolonged periods of time restricted to immediate dispatch radio area; working closely with others; working long periods of time and irregular hours. Able to: sit, stand, bend, stoop, twist, lift up to 25 pounds, and lift objects overhead.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.