



CITY OF PASADENA  
 Established Date: Aug 1, 2004  
 Revision Date: Jan 11, 2016

## ATTACHMENT C

**Police Dispatcher**

Class Code:  
 124791

Bargaining Unit: Pasadena Association of Clerical & Technical  
 Employees

**SALARY RANGE**

\$27.38 - \$34.20 Hourly  
 \$2,190.40 - \$2,736.00 Biweekly  
 \$4,745.87 - \$5,928.00 Monthly  
 \$56,950.40 - \$71,136.00 Annually

**DEFINITION:****GENERAL PURPOSE**

Under general supervision, receives and prioritizes 911 calls for service; dispatches Police personnel and equipment via radio voice communication using a computer-aided dispatch system; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Police Dispatchers learn and perform a variety of duties in the answering of non-emergency and emergency telephone calls. As experience is gained, work is performed with increasing independence and includes radio dispatch.

Upon completion of a structured training program, incumbents perform the full range of assigned duties with a significant degree of independence and sound judgment. Work requires the knowledgeable application of detailed policies and procedures for the receipt and triage of 911 emergency calls for service, dispatch of law enforcement personnel or transfer of calls to the Verdugo Fire Communications Center or other appropriate agencies.

Employees in this class typically report to Police Supervisor – Dispatch.

**ESSENTIAL FUNCTIONS:**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Operates radio and automated telephone and computer-aided dispatch (CAD) systems to receive and transmit routine and 911 calls from the public; evaluates, prioritizes and sequences incoming information and determines number and type of units to send to an incident; determines nature and priority of calls and/or transfers calls to the appropriate agency.
2. Dispatches police personnel and equipment to incidents according to established procedures; maintains radio contact with police units on assignments; notifies other departments of needed support services; monitors the status of police units and their locations; monitors radio frequencies for mutual aid; keeps appropriate supervisory personnel informed of the situation and dispatches additional personnel and equipment as directed; notifies other jurisdictions when necessary; gives station identification as required by Federal Communications Commission (FCC).
3. Responds to field unit requests via radio or telephone for information, tow truck, paramedics, animal control and notification of hospitals or other law enforcement agencies; performs inquiries on DOJ, National Crime Information Service, FBI, Stolen Vehicle Systems.
4. Receives, enters and relays situational information such as suspect descriptions, location updates and other responders in the area to field units. Notifies other agencies and departments by telephone or radio in order to coordinate activities.
5. Testifies in court as necessary.
6. Broadcasts on media unencrypted channel (Clear Broadcast).
7. Enters, maintains, retrieves, and interprets data in police department computer systems (e.g., Computer Aided Dispatch and Records Management System).
8. May perform emergency call out dispatch duties for Public Works and Code Enforcement and provide backup for Verdugo Fire Communication Center.
9. May train new Police Dispatchers and provide daily and weekly input on progress and performance to supervisors as needed.

10. Performs related duties as assigned.

**QUALIFICATION GUIDELINES:  
MINIMUM QUALIFICATIONS**

**Knowledge of:**

1. Computer-aided dispatch terminal, two-way radio, computerized mapping system and other computer programs used to research and obtain information.
2. Proper operation and care of radio and telephone equipment and operational characteristics of emergency communication system equipment.
3. Law enforcement codes, terminology, phonetic alphabet, procedures and practices.
4. City and regional geography, street names, neighborhood locales and map usage.
5. Basic CPR and first-aid procedures.
6. City ordinances, codes, procedures and practices regarding law enforcement radio communications, including FCC requirements.
7. Principles and practices of effective customer service and customer-oriented telephone etiquette as they apply to assigned responsibilities.
8. Telephone communication techniques and correct English usage.
9. Safety policies and safe work practices applicable to the work.
10. Various confidential information databases with restricted access requirements and procedures.

**Ability to:**

1. Operate a variety of communications equipment, including radio consoles, telephones and computer systems and related software.
2. Receive calls for emergency and non-emergency services, elicit information to assess situations from callers, many of whom are upset, distressed and not communicating clearly, and determine appropriate equipment and personnel to dispatch.
3. Analyze situations as they occur and respond appropriately to ensure the protection of the public and police personnel.
4. Determine dispatch priorities during peak workloads, use judgment in the application of policies, rules, regulations and standard operating procedures.
5. Use computer and paper mapping systems.
6. Broadcast clear, concise and specific instructions over the radio in a distinct, well-modulated voice.
7. Monitor several complex public safety radio frequencies simultaneously.
8. Simultaneously listen, enter key information quickly and clearly and respond during traumatic or emotional situations.
9. Sit for long periods of time, work rapidly under stress and exercise good judgment in emergency situations.
10. Communicate effectively, both orally and in writing.
11. Understand and follow written and oral instructions.
12. Operate a computer and standard business software.
13. Testify in court.
14. Establish and maintain effective working relationships with all those encountered in the course of work.

**Training and Experience:**

Graduation from high school or GED equivalent, and at least one year of responsible experience in interacting with the public and performing general clerical duties; or an equivalent combination of training and experience.

Radio operation, computer assisted dispatching and teletype experience is preferred.

**SPECIAL REQUIREMENTS:**

Successful completion of the state-mandated CLETS training program as required by the California State Department of Justice within six months of date of employment and ongoing maintenance of CLETS certification.

A California POST Basic Public Safety Dispatcher Certificate must be obtained within the first year of employment and be maintained as a condition of continued employment.

A keyboarding certificate indicating the ability to type at the minimum speed of 45 words per minute.

Successful completion of a comprehensive background investigation is required which may include a review of employment history, criminal conviction record, credit history, use of intoxicants and/or other controlled substances, and psychological evaluation.

**CLASS DATA:**

FLSA Designation: Non-Exempt

EEO Category: Administrative Support Workers

Bargaining Unit: LIUNA, Local 777

Probationary Period: 18 Months

Formerly: Police Specialist V (October 2014)

Formerly: Emergency Services Operator (April 2007)

**PHYSICAL AND MENTAL DEMANDS:**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to walk and stand; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists; and sit for extended periods of time in a restricted area. The employee is required to talk and hear in person and by telephone and radio. The employee is frequently required to lift up to 10 pounds unaided.

Specific vision abilities required for this job include close vision, and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; deals with constant interruptions and multiple concurrent tasks in a high-volume/high-stress work environment; copes with traumatic or disturbing events; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public and dissatisfied, abusive and traumatized individuals.

**WORK ENVIRONMENT:**

The employee works in an office environment where the noise level is usually moderate. Employees work in a restricted area with limited access.

The employee may be required to work various shifts at night, on weekends and holidays as needed.