

CITY OF TAFT

CLASS TITLE: DISPATCHER/MATRON I/II

Level I – Range 27.0

\$1,224.95-\$1,488.94 Bi-weekly

Level II – Range 31.0

\$1,353.61-\$1,645.32 Bi-weekly

BASIC FUNCTIONS:

Under general supervision receives calls for police and fire services and dispatches personnel and equipment according to established procedure. This position also performs police matron and/or transportation matron duties. In addition this position performs a variety of clerical related activities including maintenance of shift records, typing/word processing, and related duties

The Dispatcher/Matron I is the entry level classification in this series and Dispatcher/Matron II is the advanced/lead level. Both levels requires independent judgment, initiative and decision making Progression from Level 1 to Level 2 is not automatic, but is based upon the skill set of the incumbent and the needs of the department.

SUPERVISION RECEIVED

Works under the supervision of the Supervising Dispatcher/Matron

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Monitors telephones and radio in the dispatch center, answers all incoming calls and ascertains nature of call, gathers all necessary information to transmit or relay.
- Dispatches police and other response vehicles for emergency responses and broadcasts nature, location and time of incident and relays updated information.
- Contacts all required personnel and other local concerns such as the fire department in the event of an emergency situation; insures the presence of reserve units by contacting personnel designated for call-back.
- Maintains log on radio and telephone communications, location of personnel and equipment; in the event of an emergency situation, maintains on-going contact with the responding personnel and keeps them informed of all incoming pertinent information;
- Maintains and communicates various information such as traffic lights out and streets closed and keeps emergency personnel informed
- May perform police matron or transportation matron duties.
- Maintains dispatch center work area and equipment in clean and working condition.
- Operates radios as needed and assists in radio communications; operates base radio as required
- Operates listed office machines as required
- Composes, types, and edits correspondence, reports, memoranda, and other material requiring judgment as to content, accuracy, and completeness
- Inputs data to standard office and department forms, both manual and automated; makes simple postings to various reports; compiles and tabulates data.
- Maintains dispatch documents and records; prepares case reports.

Knowledge of:

- Public safety communication systems and organizations, procedures and practices.
- Standard office procedures and methods, including filing and the operation of common office equipment.
- Basic law enforcement terminology and concepts.
- Telephone communications techniques for dealing with varied groups of people particularly in emergency situations.
- California Law Enforcement Telecommunications System (CLETS), and National Crime Information Center (NCIC) computer systems.
- Federal Communications Commission rules and regulations as they pertain to emergency communications.

Ability to:

- Operate radio and telephone equipment, following departmental and F.C.C. regulations.
- Think and act quickly in emergencies and evaluate situations and people accurately.
- Be in constant communication on the radio with police officers and on the telephone with citizens requesting police or fire service.
- Understand the police radio code system and to listen and write and/or type at the same time.
- Learn to operate automated police information systems.
- Learn to perform various law enforcement support work.
- Effectively meet and deal with the public
- Perform cashier duties accurately
- Remain in control in difficult situations, use proper judgment and make appropriate decisions in stressful and non-stressful situations.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Perform in a manner which reflects the City and Police Department mission, values and goals.
- Use of common office software including Microsoft Office and applicable specialized law enforcement software.
- Operate a computer keyboard at sufficient speed and with sufficient accuracy (40 net words per minute) to enter data into an on-line computer system.
- Handle stressful situations and multiple activities simultaneously while maintaining attention to detail.

PERIPHERAL DUTIES

Monitors individuals in jail cells for proper conduct, safety, and medical or other needs.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

Level I:

Graduation from a high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting or bookkeeping. Working knowledge of computers and electronic data processing; working knowledge of modern office practices and procedures.

Any combination of experience and education that would be likely to provide the required knowledge,

DISPATCHER/MATRON CONTINUED

skills, and abilities could be qualifying, as determined by the City.

Level II:

Graduation from a high school or GED equivalent and a minimum of three (3) years performing duties and responsibilities as a Dispatcher/Matron I in the City of Taft.

SPECIAL REQUIREMENTS

No felony convictions.

Valid State of California Driver's License.

TOOLS AND EQUIPMENT USED

Communications switchboard, including computer-aided systems; personal computer including word processing software; copy machine; fax machine; radio.

PHYSICAL DEMANDS

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

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

City of Taft application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above 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 the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.