

**City of Sebastopol  
Job Description**

**Job Title:** Communications Dispatcher Clerk  
**Division:** Miscellaneous  
**Department:** Police Department  
**Location:** Police Building  
**Shift:** As Assigned  
**Reports To:** Police Chief  
**Prepared By:** R. Puccinelli  
**Approved By:** City Council  
**Approved Date:** 04/16/1996  
**FLSA Status:** Nonexempt

**SUMMARY**

Under general supervision operate a two-way radio and telecommunications equipment, receives complaints and requests for assistance or emergency aid from the public, law enforcement personnel, fire and medical field personnel. Dispatches safety equipment and emergency manpower in accordance with departmental procedures; performs a variety of clerical work consisting of typing, filing and record keeping and other related duties as directed by the Chief of Police.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Receives routine and emergency complaints concerning crimes, fire and medical emergencies; dispatches emergency and non-emergency equipment and personnel including police, fire, ambulance and other City services by means of a two-way radio.

Obtains and transmits information requested by public safety personnel and coordinates resources dispatched to calls for service.

Maintains thorough radio logs of incidents and other pertinent information received.

Enters data accurately into computer files via computer terminal.

Operates a variety of teletype and computer terminal equipment to check records as necessary to provide police officers with information.

Female employees may at times serve as a ,matron for female prisoners when required - including conducting searches and security observations.

Maintain the storage and security of the 24 hour tapes of dispatch activity and ensure tapes are replaced promptly to enable complete tape recording of all calls for service.

Prepares police reports for court, processes warrants.

Performs counter assistance to citizens answering inquiries involving routine departmental activities.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); and one to three months related experience and/or training; or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **REASONING ABILITY**

Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Possession of a valid California Driver's license and basic P.O.S.T. Dispatcher certificate.

### **OTHER QUALIFICATIONS**

Ability to accurately dispatch public safety equipment and personnel in a coordinated manner; to react quickly, efficiently and calmly in an emergency situation; to deal courteously and effectively with the public; to understand and carry out complex written and oral directions; to speak clearly and concisely in English; and type a minimum of 45 WPM from a clear copy.

### **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 stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, crouch, or crawl and taste or smell. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, 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.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to vibration. The noise level in the work environment is usually moderate.