



CITY OF FONTANA

POLICE DISPATCHER I (ENTRY LEVEL)

\$4,225 – \$5,135/mo. + excellent benefits



DEFINITION: Under general and/or immediate supervision, performs a variety of duties involved in receiving incoming calls for police and emergency assistance and dispatching necessary units; performs a variety of general support duties related to dispatch activities including record keeping, typing and filing; and monitors teletype communications.

POSITION SNAPSHOT: The Fontana Police Dispatcher is a non-uniformed position. A typical shift is 12-hours which predominantly takes place within the Dispatch Center of the Police Department. You will be a member of a productive team that operates in a fast-paced environment while answering calls from the public and communicating with department personnel in the field via phone, computer, or radio. This communication includes but is not limited to: call taking, working secondary and primary radio channels, collecting and/or passing information to partner jurisdictions, and accurate data-entry. The goal of a Dispatcher is to serve the community through respectful, empathetic communication with a focus on problem solving and maintaining professionalism.

ESSENTIAL FUNCTIONS: The employee must have the ability to:

- Receive emergency calls from the public requesting police or other emergency service; determine nature and location of emergency, determine priority and dispatch emergency units as necessary and in accordance with established procedures.
- Coordinate emergency calls and relay information and assistance requests involving other public safety agencies.
- Maintain contact with all units on assignment; maintain status and location of police field units.
- Answer non-emergency and maintenance service calls for assistance.
- Perform a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of documents relating to public safety activities; prepare related reports as requested.
- Monitor alarm switchboard and dispatch assistance as needed.
- Operate a variety of public safety telecommunications equipment; test and inspect equipment as required.
- Enter, update and retrieve registration, stolen vehicles and other information.
- Learn departmental policies and procedures for service requests.
- Learn geographic features and streets within the area served.
- Learn police codes, practices and methods.
- Work under pressure, exercise good judgment and make sound decisions in emergency situations.
- Effectively and courteously deal with the public.
- Work various shifts as assigned.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective cooperative working relationships with those contacted in the course of work.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, squatting and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement and finger coordination in preparing statistical reports and data, using a computer key board. Additionally, the position requires near and far vision in reading correspondence and using the computer, and acute hearing is required when providing phone and counter service to the public. The need to lift, drag and push file, paper and documents weighing up to 25 pounds also is required.

EXPERIENCE AND TRAINING GUIDELINES: A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The employee must have knowledge of modern office equipment including computers and applicable software; modern office procedures, practices and equipment; correct English usage, spelling, punctuation and grammar; methods and techniques for record keeping. **EXPERIENCE: Two (2) years** of general clerical experience. One (1) year of telephone and/or dispatch experience is desirable. **EDUCATION:** Completion of the twelfth grade, or equivalent. **LICENSES/CERTIFICATIONS:** **Candidates must be able to type at a minimum speed of 45 Net WPM (a typing test will be administered at a later date as part of the recruitment process for this vacancy).** Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License.

CLOSING DATE: Thursday, September 23, 2021 at 5:00PM

09/09/2021