

## CITY OF HAYWARD

### COMMUNICATIONS OPERATOR

#### DEFINITION

To operate a computer aided dispatch system receiving calls and dispatching police, fire or other City services.

#### DISTINGUISHING CHARACTERISTICS

This is a journey technical level position in which incumbents are expected to independently perform the full range of duties assigned. This class is distinguished from the Communications Supervisor in that the latter provides technical and functional supervision over assigned communication personnel.

#### SUPERVISION RECEIVED

Receives general supervision from a Communications Supervisor. May receive supervision from the on duty watch commander in the absence of communications supervisors.

#### SUPERVISION EXERCISED

None.

#### ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Receives emergency and non-emergency calls from the public, private companies and other jurisdictions.

Dispatches police and fire personnel or other City services in response to such calls.

Relays emergency and non-emergency information to public safety personnel in the field.

Relays information to other agencies as required.

Monitors multiple frequencies.

Maintains accurate record of location and status of public safety units.

Operates a manual dispatch system when necessary.

Assists in relaying information during response to natural disasters.

ESSENTIAL DUTIES (continued)

Performs related work as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

English usage, including comprehension and grammar.

Ability to:

Read and comprehend information and instructions.

Learn to operate manual and computer aided radio and telephone equipment in dispatching public safety equipment and personnel.

Perform several job tasks effectively under pressure for sustained periods of time.

Memorize and retain information from a variety of sources.

Interpret information from distraught, incoherent or angry callers and relay critical facts to appropriate emergency or nonemergency personnel.

Assign priorities both to incoming calls and to the dispatch of calls for service.

Speak clearly and concisely via radio, telephone and in person.

Respond to requests for emergency and nonemergency services in a professional and courteous manner.

Type accurately at a speed of 35 words per minute.

Work various shifts, including day, swing and graveyard as well as weekends and holidays.

Establish and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

EXPERIENCE AND EDUCATION (continued)

Experience: Two (2) years of heavy public contact experience while performing multiple tasks simultaneously. Public Safety dispatch experience is desirable.

Education: Equivalent to the completion of the twelfth (12<sup>th</sup>) grade.

Licenses and Certificates: Completion of the California Commission on Peace Officer Standards and Training (POST) Basic Public Safety Dispatcher course is highly desirable.

### Special Requirements

Essential duties require the following mental and/or physical ability to: work in an Emergency Communications environment and use standard office equipment and current software; flexibility of work hours and overtime; stamina for sedentary console operation and dispatching; ability to reach for computer printers, telephones, and radio equipment; dexterity to operate computer keyboards and mouse/trackball; answer phones; hear tones, signals and radio and phone traffic; read computer screens; remain calm during high stress emergency situations; converse by telephone, email, and in person and be clearly understood; safely lift, carry and maneuver office supplies or equipment weighing up to 25 pounds; and interact with the public and all different levels of City staff in an effective and professional manner. Essential duties must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: Two (2) years

0165CS92

October 1970

Revised: March 1997

Revised: October 2013

AAP GROUP: 10

FPPC STATUS: Non-Designated

FLSA STATUS: Non-Exempt