

PUBLIC SAFETY DISPATCHER

DEFINITION

Under general supervision monitors computerized alarm and control systems; communicates by radio, telephone and remote control; maintains records and make reports concerning routine and emergency safety and security services; and performs related work as required.

EXAMPLES OF DUTIES

Monitors a computerized alarm system. *E*

Receives telephone and calls from public and employees reporting security irregularities or requesting assistance. *E*

Monitors multiple radio channels for local police, and district frequency; monitors closed circuit TV surveillance of high security areas. *E*

Monitors computerized alarm systems for detection of intrusion, freezers, and refrigerators temperatures. *E*

Determines appropriate response to calls and signals; calls appropriate agency, patrol, district, utility maintenance, or administrator. *E*

Selects appropriate system (telephone, radio) to communicate message in plain voice, code, or signal. *E*

Advises or directs appropriate action; provides information to field officer; monitors status of field officers. *E*

Maintains contact during emergency; monitors and confirms action taken. *E*

Activates paging system for emergency personnel. *E*

Enters data in computerized/unit status and master watch logs indicating disposition occurring during shift; completes equipment usage logs; and maintains alarms service log. *E*

Maintains and retrieves data information in manual and visual computerized file; and maintains field contact card files. *E*

Resets emergency control systems using computer keyboard. *E*

Prepares alarm services reports. *E*

EXAMPLES OF DUTIES (cont.)

Prepares reports of incidents where officer-initiated report is not required. *E*

Briefs field officers on activity during previous watch, policy and procedure changes, and assignments. *E*

Performs related work as required.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Appropriate responses to wide variety of emergency and non-emergency calls;
2. Computerized facility control systems;
3. Electronic security, surveillance, and communications systems;
4. Radio communication codes;
5. County and district emergency communications systems;
6. California laws, including penal, education, welfare, and institutions;
7. Record keeping; and
8. Appropriate safety precautions and procedures.

Ability to:

1. Operate computer programs and closed circuit TV surveillance systems;
2. Read fine print on CRT screens and teleprinter paper;
3. Operate a two-way radio; both base station and hand held; electronic multi line speaker phone
4. Monitor multiple frequencies and transmit on two frequencies;
5. Operate a computer remote terminal;
6. Write comprehensive reports;
7. Communicate clearly and distinctly over intercom, radio, and telephone;
8. Brief officers going on duty;
9. Monitor and operate multi-facility computerized control system for detection of intrusion, motion, sound and access control via network and phone lines;
10. Receive and respond to emergency and non-emergency calls;
11. Operate standard office equipment, personal computer, word processing equipment; and related software;
12. Maintain records;
13. Understand and carry out oral and written instructions;
14. Establish and maintain effective relationships with those contacted in the course of work; and
15. Maintain work pace appropriate to given workload.

EDUCATION

Individuals possessing the knowledge, skills, and abilities listed above are considered to possess the necessary education.

**EXPERIENCE**

Experience in varied clerical or technical activities where exposure to security procedures could be gained.

**WORKING CONDITIONS**

**Environment:**

Indoor work environment; subject to evening or variable hours, working alone, and stress under emergency situations.

**Physical Abilities:**

Dexterity of hands and fingers to operate standard office equipment, computer terminal and two-way radio; seeing to monitor closed circuit television; sitting for extended periods of time; and hearing and speaking to exchange information regarding emergency and non-emergency calls.

**Hazards:**

Extended viewing of closed circuit television.

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