

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
POLICE 911 DISPATCHER - 1408

DEFINITION:

Under general supervision, to receive and evaluate requests for Police services in the Police Department Communications Center, using a Computer Aided Dispatch (CAD) system as the primary answering point for all 911 and non-emergency phone calls; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

Police 911 Dispatchers are assigned to the Police Department and are responsible for receiving and evaluating requests for Police services. The Police 911 Dispatcher classification is distinguished from Dispatcher II in that incumbents of that class work in other City departments and are responsible for receiving and evaluating requests for Fire and other emergency medical services. The Police 911 Dispatcher classification is distinguished from the higher-level Police Dispatcher classification in that the Police Dispatcher classification is responsible for dispatching Police field units and performing radio dispatch duties.

*** EXAMPLES OF DUTIES:**

- On an assigned shift, receives incoming telephone calls and evaluates requests for Police services;
- Elicits essential incident information from callers (requiring knowledge of the basic elements of crimes) such as name, address, phone number, and a brief description of the incident;
- Following departmental procedures, in the case of suspected domestic violence, asks a series of questions to determine if there are injuries and the extent of injuries, whether the caller fears imminent harm, what the relationship is between the parties, any previous threatening physical or intimidating behavior, the extent of that behavior, and whether any prior acts of violence have been committed;
- Determines the location of an emergency by interpreting the Automatic Number Identification (ANI), Automatic Location Identification (ALI), and Rapid SOS, as well as if a call is from a landline, VoIP, or Wireless Phase I or II;
- Maintains access to and interprets confidential information from several restricted law enforcement databases used to locate criminal histories, warrants, and citation information;
- Records information by typing on a computer keyboard into a dispatch format;
- Determines the priority and number of Police units required to answer the dispatch in accordance with department procedures;
- Acts on requests from field units via Mobile Data Terminals for warrant and field checks, previous criminal history, the latest changes in vehicle codes, dispatch of tow trucks or coroners, or other similar special requests;

*** EXAMPLES OF DUTIES performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.**

- Answers routine inquiries and refers calls not requiring dispatches to appropriate departments and agencies;
- Completes standard Police crime reports on less serious crimes which do not require dispatches;
- May testify in court.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

Six months of prior experience as a Dispatcher I with the City of San Diego, **OR** one year of experience as a Dispatcher performing emergency dispatch for a medical transport company or department, **OR** one year of full-time experience as a Dispatcher in a law enforcement agency or fire department; **AND** graduation from high school, **OR** passage of the General Education Development (G.E.D.) test, **OR** passage of the California High School Proficiency Examination (C.H.S.P.E.), **OR** possession of a two-year, four-year, or advanced degree from a college or university. Satisfactory completion of the City's Police Telephone Complaint Dispatcher Phase Training Program.