COMMUNICATIONS DISPATCHER I/CALLTAKER

COUNTY OF SAN MATEO

SALARY RANGE

$29.65 - $33.15 Hourly  
$2,372.00 - $2,652.00 Biweekly  
$5,139.33 - $5,746.00 Monthly  
$61,672.00 - $68,952.00 Annually

DEFINITION:
Under immediate supervision, perform a variety of telephone and computer aided operational duties; perform the more routine duties of dispatch and learn the more difficult or responsible duties typically assigned to positions in the next higher class of Communications Dispatcher II.

EXAMPLES OF DUTIES:
Employees in this classification are trained in, and perform the following:

- Receive business or emergency calls for law enforcement, fire, medical and other public service agencies.
- Screen information to determine nature of call, performs call classification, determines priority, jurisdiction and documents activity.
- Screen and assess telephone workload, prioritizing as necessary.
- Cognizant of workloads and specific systems status.
- Provide support and assistance in a team concept during day-to-day operations, critical or large scale incidents.
- Assist in the coordination of mutual aid incidents.
- Develop and foster a positive working rapport with direct and in-direct customers, the public and co-workers.
- Testify in court regarding legal proceeding related to dispatch call(s) received.
- Prepare and submit various reports such as incident or crime reports.
- Develop and maintain working knowledge of highways, streets, buildings and major points of interest in the County and adjacent areas.
- Remain current on procedures for manual dispatch operations and communications Center evacuation.
- Provide off hours services as required.
- Perform related duties as assigned.
QUALIFICATIONS:
Knowledge of:

- English language, spelling, grammar and punctuation.
- Customer service and interpersonal communications principles.
- Computer operation and use in office and Communications Center environments.
- Basic principles in communicating by means of face-to-face contact, telephone and/or data terminals.
- Various resources within the County in order to provide referrals to the public and public safety agencies.

Skill/Ability to:

- Speak, read and write English clearly.
- Communicate clearly and concisely, in English, both orally and in writing.
- Comprehend, interpret, relay and document information via telephone, data terminals or other related technology.
- Screen and interpret general data and filter relevant information.
- Learn and operate Computer Aided Dispatch (CAD) Systems and other related technology.
- Read and interpret various mapping devices and relaying pertinent information.
- Work under pressure, exercising good judgment and common sense while making sound decisions in emergency situations.
- Perform multiple tasks simultaneously.
- Listen, understand and relay of information via radio, telephone and in person.
- Remain calm and controlled under stressful periods while projecting a professional demeanor.
- Establish and maintain positive and courteous working relationships with customers, the community and co-workers.
- Participate in Communications Center teamwork while maintaining assigned job.
- Responsibilities and duties.
- Anticipate and adapt to fluctuating workloads in the Communications Center.
- Communicate and receive constructive feedback and opinions to affect change.
- Access and refer to information using available resources.
- Read, interpret, understand and follow written and oral instructions and/or information.
- Remain seated for long periods of time.
- Read standard text/data on electronic screen or computer terminal teletype printouts and variety of maps.
- Hear in an open space and noisy environment with static or weak transmissions and/or telephone conversations.