



CITY OF SANTA MARIA  
Established Date: Dec 1, 2009  
Revision Date: Jul 14, 2020

# Dispatcher I

Class Code:  
319

Bargaining Unit: Police - Non-Sworn  
Employees

## SALARY RANGE

\$29.79 - \$36.21 Hourly  
\$2,382.98 - \$2,896.53 Biweekly

## SUMMARY/IDENTIFYING CHARACTERISTICS:

Under general direction of assigned supervisor, transmits and receives radio, telephone, teletype messages, and other electronic communications equipment. Willingness and ability to respond to after-normal workday or irregular and on-call emergency requests on nights, weekends, and holidays. Classification may be flexibly staffed at the discretion of the Department Director. Supervision is not normally a responsibility of this classification, but may act as lead worker for temporarily assigned employees, or special projects.

The Dispatcher position is an Individual Contributor role that provides customer service to community members and clerical support to the department. Their role enables the Santa Maria Police Department to achieve its main goal of keeping the community safe by providing high quality services offered by the Santa Maria Police Department.

## ESSENTIAL DUTIES/RESPONSIBILITIES:

These duties are a representative example; position assignments may vary depending on the business needs of the department and organization.

This position:

- Transmits and receives radio, telephone, teletype messages, and other electronic communications equipment.
- Receives and processes routine and emergency calls for service.
- Determines nature and priority of call and dispatches appropriate equipment and personnel.
- Secures and records information of the transmission.
- Provides routine information and assistance to the public over the telephone
- Operates a CLETS teletype and computer terminal (or related equipment).
- Monitors various multi-channel radio frequencies.
- Performs routine clerical and/or record keeping work.
- May act as lead supervisor in his/her absence.
- Scope of assigned area will depend on departmental structure and is at the discretion of the department director.
- Upholds the values of the organization and has strong customer service orientation.

- Performs other related projects and duties as assigned.
- Demonstrates regular, reliable and punctual attendance.

## CORE COMPETENCIES:

### Individual Contributor:

Incumbents should have a solid foundation of the following core competencies identified by the organization to be essential and listed in order of importance (click the hyper link to see the full definition [Individual Contributor Competencies](#)):

- **Team Player** - Effective performers are team oriented, share resources, respond to requests, and support a spirit of cooperative effort.
- **Customer Orientation** - Effective performers are in touch with community needs and review the organization through the eyes of Santa Maria residents. They go out of their way to anticipate needs.
- **Integrity** - Effective performers think and act ethically and honestly, take responsibility for their actions and foster a work environment where integrity is rewarded.
- **Communicativeness** - Effective performers recognize the essential value of continuous information exchange and the competitive advantage it brings. They actively seek information from a variety of sources and disseminate it in a variety of ways. They use modern technologies to access and circulate information, even across great distances. They take responsibility for ensuring that their people have the current and accurate information needed for success.
- **Initiative** - Effective performers are proactive and take action without being prompted. They do not wait to be told what to do or when to do it. They see a need, take responsibility, and act on it. They make things happen.
- **Composure** - Effective performers maintain emotional control, even under ambiguous or stressful circumstances, and demonstrate emotions appropriate to the situation.
- **Functional/Technical Expertise** - Effective performers are knowledgeable and skilled in a functional specialty (e.g., finance, public works, planning, information technology, human resources, etc.), and remain current in their area of expertise.
- **Problem Solving & Decision Making** - Effective performers identify problems, solve them, act decisively, and show good judgment.
- **Learning Agility** - Effective performers continuously seek new knowledge, are curious, learn quickly, and use new information effectively.
- **Drive/Energy** - Effective performers have a high level of energy and are ambitious and passionate about their role. They have stamina and endurance to maintain a fast pace.

## QUALIFICATIONS/EXPERIENCE:

- Dispatcher I
  - Ideally, one year of experience in telephone switchboard, communications equipment operation, or office work involving extensive public contact or over the telephone; and
  - Graduation from high school.
  - An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Dispatcher II
  - Ideally, two years of dispatch experience in a law enforcement agency; and

- Graduation from high school.
- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.
- Employees may be considered for a level II advancement after completion of two years in the Dispatcher I assignment, at the Department Director discretion.
- Current technical/professional knowledge of complex principles, methods, standards and techniques associated with the scope of work of a recognized profession, such as:
  - Public safety computer system operations; video display terminal and dispatching consoles; enhanced 911 telephone system and other associated public safety communications equipment; etc.
  - Operation of a modern, mid-size public safety communications center; record keeping techniques and proper office procedures; operational policies and procedures; etc.
  - Hear and understand English language; understand, retain, and recall information and instructions;
  - Primary roads, streets, highways, area, major buildings and public facilities within the boundaries of the authority user and associate user agencies.
  - Respond quickly, calmly, and helpfully, and make sound decisions on dispatching assistance in emergency situations.
  - Read maps and communicate directions
  - Effective verbal and interpersonal communication skills.
  - Microsoft Office Suite (or equivalent).
  - Use computer and other office equipment effectively.
- Possession of licenses and/or certifications associated with the assignment.

### **CONDITIONS OF EMPLOYMENT:**

- Possession of a valid and appropriate Driver License. Must have and maintain a satisfactory driving record and meet City liability requirements to drive for City business.
- Requires completion of a background investigation to the satisfaction of the City.
- The incumbent must meet the physical requirements of the job class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

### **SUPPLEMENTAL INFORMATION:**

- May require completion of a pre-employment physical to the satisfaction of the City.
- Reasonable accommodation(s) for an individual with a qualified disability will be considered on a case-by-case basis.

### **MORE INFORMATION REGARDING THIS POSITION:**

If you are interested in applying for a similar position, please fill out an interest card using this link:

<https://www.governmentjobs.com/careers/santamaria/jobInterestCards/categories>

and you will be notified by email when the City of Santa Maria is hiring for similar positions.