

# DISPATCH SKILLS AND QUALIFICATIONS ADVISEMENT

## Job Description

- Dispatchers provide a critical role in the delivery of emergency police, fire and medical services
- Civilian employee for Police Departments, County Sheriff's Departments or Communication Centers
- Technically challenging work requiring specific abilities and intensive training

## Skills Needed

- Ability to exercise a high degree of good judgment and independence while evaluating emergency and non-emergency situations and the ability to make split-second decisions
- Ability to multi-task, gather and disseminate information clearly, accurately and rapidly in urgent situations
- Ability to calm irate and hysterical persons
- Ability to operate a wide variety of computers, radios and recording equipment

## Job Duties

- Primary job responsibilities include answering 9-1-1 emergency calls for police, fire and medical assistance
- Ensure correct resources are sent to each call for assistance
- Determine priority, nature and location of calls for assistance
- Maintain the status of public safety personnel when dispatched for service
- Keep complete and accurate records, logs and reports

## Minimum Qualifications (All departments have their own requirements but generally):

- High school graduate, General Educational Development (GED) certificate, or California Proficiency Certificate
- Type a minimum of 25-35 wpm
- Ability to pass a thorough background investigation, polygraph, and psychological screening
- Willing and able to work Day, Swing and Midnight shifts
- Willing and able to work weekends and holidays
- Willing and able to work mandatory overtime during critical incidents