

94-103

DEPARTMENT: County Counsel BY: Jeffrey G. Green PHONE: 209/966-3222

RECOMMENDED ACTION AND JUSTIFICATION: (Policy Item: Yes___ No_X_)

Adopt this resolution approving the attached revised class specification for the position of Sheriff's Dispatcher.

BACKGROUND AND HISTORY OF BOARD ACTIONS: Per Mariposa County Personnel Policies and Procedures Handbook, Section 4.02 "Classification Plan Amendment: The Board may create new classes or revise or abolish existing classes."

The typical duties assigned to this job class are performed at a fixed location in the Sheriff's Department. This proposed revision modifies the employment standards for this position to eliminate the requirement for possession of a California driver's license.

The Americans with Disability Act of 1990, revised, mandates employers to review the "essential tasks" required to be performed by each job classification. The Personnel Office does not believe that the requirement for a California driver's license is essential for an individual to be able to perform the required typical duties assigned to an employee classified as a Sheriff's Dispatcher.

LIST ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

Do not approve the requested revision to this class specification.

Make any change to the class specification as deemed necessary.

COSTS: (X) Not Applicable
A. Budgeted current FY \$ _____
B. Total anticipated costs \$ _____
C. Required additional funding \$ _____
D. Internal transfers \$ _____

SOURCE: () 4/5ths Vote Required
A. Unanticipated revenues \$ _____
B. Reserve for contingencies \$ _____
C. Source description: _____
Balance in Reserve for Contingencies, if approved: \$ _____

SPECIAL INSTRUCTIONS:
List the attachments and number the pages consecutively:

CLERK'S USE ONLY:
Res. No.: 94-103 Ord. No. _____
Vote: Ayes: 5 Noes: _____
Absent: _____ Abstained: _____
() Approved () Denied
() Minute Order Attached () No Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.

Date: _____
ATTEST: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California
By: _____
Deputy

ADMINISTRATIVE OFFICER'S RECOMMENDATION:
This item on agenda as:
 Recommended
 Not Recommended
 For Policy Determination
 Submitted with Comment
 Returned for Further Action

Comment: _____
A.O. Initials: [Signature]

MARIPOSA COUNTY

JOB TITLE: Sheriff's Dispatcher

DESCRIPTION OF BASIC FUNCTIONS AND RESPONSIBILITIES

To receive, process, and transmit emergency and non-emergency calls, information requests, and messages in support of law enforcement, fire, and rescue operations; to operate radio communications and teletype equipment; and to perform a wide variety of responsible clerical and record keeping functions related to dispatching and office operations. Employees in this classification receive general supervision within a standard framework of policies and procedures. This job class exercises responsibility for the clear, accurate, and timely recording and dispatch of communications to law enforcement, fire, and rescue personnel and for effectively evaluating, determining, and providing appropriate responses/direction in urgent or emergency situations. This job class requires effective communication and record keeping skills and the ability to remain calm during high stress and/or emergency situation.

SUPERVISOR: Sheriff's Sergeant

TYPICAL DUTIES

- Receives and processes inquiries, complaints, information, and emergency calls from the public
- Dispatches routine and emergency radio calls to appropriate deputy sheriffs, fire, and rescue personnel/units and other jurisdictions
- Evaluates and determines appropriate responses to situations requiring law enforcement, fire, and/or rescue services
- Articulates radio transmissions in a clear, concise, and understandable manner and in logical order
- Maintains, monitors, and records contact and disposition of field patrol units on an ongoing basis
- Determines proper jurisdiction, personnel, and/or equipment to be dispatched
- Monitors multiple radio channels (nets) for information/dispatch purposes

MARIPOSA: Sheriff's Dispatcher

TYPICAL DUTIES (cont.)

- Operates radio communication and teletype equipment in receiving and transmitting information requests to/from field patrol personnel regarding vehicle registration, driving records, warrants, criminal records, stolen property, and other law enforcement related matters
- Performs tests of radio communication system to ensure its proper operation and reports maintenance needs to appropriate source
- Performs a variety of responsible clerical and record keeping support duties in conjunction with assigned dispatching and other office operations
- Maintains detailed daily log related to dispatching operations; compiles, types, duplicates, and distributes incident reports
- Compiles and prepares statistical reports from operational records kept
- Types a variety of reports, correspondence, case records, documents, forms and other materials requested by the department or in preparation for court
- Inputs, updates, and retrieves a variety of data and information utilizing teletype equipment
- Answers incoming calls and waits on the public over the counter; takes messages, refers calls to appropriate personnel, and/or provides information regarding departmental procedures and requirements
- Questions/interviews callers to elicit specific information needed to determine appropriate dispatch assistance needed
- Performs other related duties similar to the above in scope and function as required

MARIPOSA: Sheriff's Dispatcher

EMPLOYMENT STANDARDS

Knowledge of:

- modern office methods and procedures to include report writing, business correspondence, record keeping, and proper telephone techniques
- the roads, major landmarks, geography, and layout of the county and immediate areas
- proper English usage, grammar, spelling, punctuation, and vocabulary
- the proper operation of a teletype and two-way radio communication system

Ability to:

- learn departmental rules, regulations, procedures, and policies related to dispatching operations
- learn specified communication codes and laws related to assigned functions
- react quickly, effectively, and calmly in an emergency situation and to adopt an effective course of action
- communicate effectively and tactfully in oral and written form
- speak and hear without impairment
- remain calm and in control under high stress situations
- type accurately at a rate required for successful job performance
- maintain accurate files and records and prepare reports
- understand and follow complex oral and written instructions independently
- perform and coordinate several tasks simultaneously
- learn departmental rules and regulations
- work rotation shifts including nights, weekends, and holidays

MARIPOSA: Sheriff's Dispatcher

Ability to (cont.)

- read and interpret road maps effectively
- operate standard office equipment such as typewriter, copier, telephone system, recorder, computer terminal, etc.
- meet the physical requirements necessary to perform the duties of the job successfully
- establish and maintain effective work relationships with those contacted in the performance of required duties

MINIMUM QUALIFICATIONS:

- high school graduation or equivalent.

Creation date: 4/88
Revision date: 7/92
Revision date: 4/94

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