

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
DISPATCHER II - 1411

DEFINITION:

Under general supervision, to receive and evaluate requests for Fire and emergency medical services and non-emergency phone calls, using a Computer Aided Dispatch (CAD) system as the primary answering point for phone calls; and to perform related work.

*** EXAMPLES OF DUTIES:**

- On an assigned shift, receives incoming telephone calls and evaluates requests for Fire and emergency medical services and non-emergency phone calls;
- Elicits essential incident information from callers;
- Records information and evaluates the priority of the request and refers serious or difficult fire incidents to supervisor for disposition;
- Evaluates urgency of medical requests and recommends emergency first aid procedures, if needed;
- Determines appropriate unit and station to dispatch and subsequent area coverage from microfiche machine, fire unit availability status board, and City maps;
- Determines the nature and extent of the request, the priority of the problem, and the need for dispatching fire or medical field units;
- Enters appropriate information by typing on a computer keyboard into a dispatch format;
- Answers routine inquiries and refers calls not requiring dispatches to responsible departments and agencies;
- Performs other related duties as assigned.

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 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.

- * 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.**