July 1, 2000
(Revised)

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

POLICE LEAD DISPATCHER

DEFINITION:

Under general supervision, on an assigned shift, to monitor and coordinate the dispatch functions in the Telephone Room and Radio Room of the Police Department Communications Center; and to perform related work.

* **EXAMPLES OF DUTIES:**

- Staffs the central dispatch console units in the Telephone Room and Radio Room;
- Monitors and coordinates crime in progress calls by maintaining conversations with the victim, dispatcher, and field unit;
- Monitors the status of police units on radio frequencies to ensure availability for case assignment;
- Responds to procedural concerns or questions regarding police operations, policies, and procedures;
- Informs and updates supervisors regarding the process of ongoing incidents;
- Maintains liaison with other law enforcement and emergency service agencies on incidents which cross jurisdictional boundaries;
- Resolves communication problems;
- Provides and updates information to dispatchers;
- Assists in the more complex calls as required;
- Generates daily work schedules to ensure adequate staffing and coverage;
- Maintains and updates logs and manuals;
- Participates on special department committees and task forces;
- Prepares statistical reports; acts as a resource in the supervisor's absence;
- 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 Announcement for updated minimum qualifications.

One year of experience as a Dispatcher in the Telephone Room or Radio Room in the City of San Diego Police Department Communications Center.

* **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.