

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Civil Service Rule 109. In the absence of a protest addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 20
Fiscal Year: 2018/2019
Posted Date: 11/08/2018
Reposted Date: N/A

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Job specification(s) attached)

Item #	Job Code	Title
1	8238	Public Safety Communications Dispatcher

Protests on an item should be addressed to the Human Resources Director and can be submitted by mail to the City and County of San Francisco, Department of Human Resources, 1 South Van Ness Ave, 4th Floor, San Francisco, CA 94103 or by email to DHR.ClassificationActionPostings@sfgov.org. All protests must be received in writing no later than close of business seven (7) calendar days from the posting date, and must include the posting and item number(s), the basis on which the protest is submitted and identify the affected parties.

Copies of this notice may be obtained from the Department of Human Resources or from the website at: <http://sfdhr.org/index.aspx?page=109>. Copies of Civil Service Rule 109 may be obtained from the Department of Human Resources, the office of the Civil Service Commission at 25 Van Ness Ave, Suite 720, San Francisco, CA 94102 or from the website at: [Rule 109 Position Classification and Related Rules | Civil Service Commission](#).

cc: All Employee Organizations
All Departmental Personnel Officers
DHR – Class and Comp Unit
DHR – Client Services Unit
DHR – Employee Relations Unit
DHR – Recruitment and Assessment Unit
DHR – Client Services Operations
Micki Callahan, DHR
Michael Brown, CSC
Sandra Eng, CSC
Christopher Colandene, SFERS
Theresa Kao, Controller/ Budget Division
E-File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Public Safety Communications Dispatcher
Job Code: 8238**

DEFINITION

Under general supervision, receives incoming telephone calls for 911 police, fire, and medical emergency and non-emergency services, and dispatches public safety personnel units and equipment to respond to calls for service utilizing a two-way radio system, Computer Aided Dispatch system, multiple display terminal and other related equipment; evaluates, prioritizes, documents and directs calls to appropriate resources; maintains two-way communications with police, fire and ~~paramedic~~ emergency medical units; exercises considerable judgment in transmitting pertinent information to field units and in dispatching emergency personnel and equipment in accordance with established regulations and procedures; and performs other related duties as required.

DISTINGUISHING FEATURES

This is the entry level in the emergency communications dispatcher classification series responsible for learning and applying methods, techniques and practices in police, fire and ~~paramedic~~ emergency medical dispatching. Initially, incumbents work in a training capacity to learn all aspects of police, fire and ~~paramedic~~ emergency medical dispatching. As experience accrues, the incumbent performs with increasing independence. This class is distinguished from the 8239 Public Safety Communications Supervisor in that the latter exercises full supervisory responsibilities over staff and the work of the unit.

SUPERVISION EXERCISED

None.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. ~~Operates a two-way radio system in communicating with a number of mobile units in the field to receive and transmit emergency service messages and information.~~ Receives emergency calls and obtains information to determine facts; evaluates such information to determine what type of response is necessary and dispatches the required police, fire or medical service.
2. Dispatches police, fire and ~~paramedic~~ emergency medical personnel and equipment on both routine and emergency calls to specific locations utilizing a ~~computer~~ Computer aided ~~Aided~~ Dispatch system, multiple video display terminal, radio console and related equipment.
3. ~~Receives emergency calls and obtains information to determine facts; evaluates such information to determine what type of response is necessary and dispatches the required police, fire or medical service.~~ Operates a two-way radio system in communicating with a number of mobile units in the field to receive and transmit emergency service messages and information.

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4. Evaluates incoming reports of police, fire and medical emergencies; immediately transmits complete and accurate information to appropriate field personnel.
5. Monitors, coordinates and accurately maintains the status of incidents and records of dispatched emergency service personnel and apparatus.
6. Responds to public inquiries regarding ~~paramedic~~ **emergency medical** service, fire rescue, police assistance, crimes, violations and other offenses; properly classifies and prioritizes any report or complaint information and determines appropriate course of action.
7. Receives and disseminates information from other law enforcement and emergency service computer networks related to jurisdictional requests for fire or medical service assistance, or to notices of wanted persons, stolen property, warrants and all-points bulletins.
8. Maintains record of all calls received and prepares reports of critical incidents.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: Principles, practices and procedures of emergency communications for police, fire and ~~paramedic~~ **emergency medical** dispatching; call evaluation techniques; general geography of city roads, streets, highways, public facilities and buildings; federal and state regulations governing the operation of communications systems for transmitting emergency information and dispatching personnel and equipment; proper office procedures and record-keeping techniques.

Ability and Skill to: Operate a public safety computer system and two-way radio; interpret federal communications and departmental regulations, policies and procedures; speak and write in English, spell correctly and communicate in a clear, concise and understandable manner; memorize names and locations; analyze situations accurately, think and act quickly in emergency situations and exercise sound judgment; work under considerable stress caused by a volume of messages or emergency conditions involving the protection of life and property; work under emergency or austere conditions following a disaster; maintain an effective working relationship with supervisors and co-workers; exercise sensitivity with various members of the public; work weekends, nights, holidays, irregular hours and overtime; and ability to operate a computer terminal at ~~35~~ **40** words per minute **(net)**.

MINIMUM QUALIFICATIONS

These minimum qualifications establish the education, training, experience, special skills and/or license(s) which are required for employment in the classification. Please note, additional qualifications (i.e., special conditions) may apply to a particular position and will be stated on the exam/job announcement.

Education: Possession of a high school diploma or equivalent (GED, or High School Proficiency Examination).

Experience: Two (2) years of experience in a public contact position providing ~~and/or soliciting~~ information ~~and/or providing a service,~~ **or in a position where the primary responsibility is interacting with people.**

License and Certification: **None**

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Substitution: Completion of thirty (30) semester units or forty-five (45) quarter units of coursework from an accredited college or university may substitute for one (1) year of the required experience as described above.

SUPPLEMENTAL INFORMATION

Working Conditions: Public Safety Communications Dispatchers work in a fast-paced, highly stressful, and confined environment, wear headsets which restrict physical movement in the work area, and sit or stand and view video displays for extended periods of time. Dispatchers work 8-hour or 10-hour shifts, or longer, and may be assigned to work various schedules which include day shift, swing shift, night shift, weekends, holidays, and overtime. Must be willing and able to respond, report, and mobilize as necessary.

PROMOTIVE LINES

To: 8239 Public Safety Communications Supervisor

ORIGINATION DATE: 4/13/1970

AMENDED DATE: 6/30/2016, 11/xx/2018

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills & abilities, and minimum qualifications.*

BUSINESS UNIT(S): COMMN SFMTA SFCCD SFUSD