

RESOLUTION NO. 21-52

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF
RIPON CREATING A LEAD DISPATCHER POSITION,
ALLOCATING THREE ADDITIONAL DISPATCHER
POSITIONS AND THREE ADDITIONAL POSITIONS TO THIS
NEWLY CREATED LEAD DISPATCHER CLASSIFICATION

WHEREAS, on October 12, 2021 the Dispatch Agreement with the City of Lathrop was approved by the City Council; and

WHEREAS, the number of dispatchers needed in order to accommodate this Agreement will need to increase, resulting in need for more supervision; and

WHEREAS, the City Council of the City of Ripon is desirous of creating a "Lead Dispatcher" position in order to provide this supervision.

NOW, THEREFORE, BE IT RESOLVED that the City Council of the City of Ripon does hereby approve the creating of the position of Lead Dispatcher to perform the duties and responsibilities set forth in the job description attached as Exhibit A and set the salary of the Lead Dispatcher position at level 198.5 (Annual Salary: \$62,181 - \$75,582), as shown on the "Ripon Compensation Schedule Levels" table:

NOW, THEREFORE, BE IT FURTHER RESOLVED that the Lead Dispatch position will be created effective November 17, 2021;

NOW, THEREFORE, BE IT FURTHER RESOLVED that the City Council of the City of Ripon approve adding three Dispatcher positions and adding an additional three positions for the Lead Dispatcher classification;

NOW, THEREFORE, BE IT FURTHER RESOLVED that the creation of this position shall not change any other terms or conditions of the existing Employee Compensation Plan and those terms and conditions shall continue in full force and effect.

PASSED AND ADOPTED at a regular meeting of the City Council of the City of Ripon this 9th day of November, 2021, by the following vote:

RESULT: ADOPTED AS AMENDED BY CONSENT VOTE [UNANIMOUS]

MOVER: Leo Zuber, Council Member

SECONDER: Michael Restuccia, Council Member

AYES: de Graaf, Uecker, Restuccia, Zuber, Wheeler

**THE CITY OF RIPON,
A Municipal Corporation**

By 
DANIEL DE GRAAF, Mayor

ATTEST:

By: 
LISA ROOS, City Clerk

LEAD DISPATCHER

DEFINITION

Under the general supervision of the Communications Supervisor, the Ripon Police Department's Lead Dispatcher shares a three-tiered function within the confines of the Ripon Police Department Communications Center. The Lead Dispatcher not only works as a regularly scheduled Dispatcher, a supervisor when the Communications Supervisor is not on-duty, but is also utilized to train all dispatchers. This position is required to be available for notifications, provide clarification, and to provide direction when necessary while off-duty as well as coordinate coverage when staff is unable to report for regular duty or during equipment failure.

DISTINGUISHING FEATURES

This classification is distinguished by its responsibility for managing the day-to-day operations of the dispatch center during their shift, answering calls from the public and transmitting requests for assistance to appropriate police personnel. An employee in this classification will train, schedule and evaluate the performance of dispatch staff.

JOB SUMMARY

Members of this law enforcement agency hold positions of high public trust. It is imperative that all, on-duty and off-duty, conduct themselves in such a manner that does not bring disrepute on this agency or the professional image of law enforcement.

ESSENTIAL FUNCTIONS

Regular and predictable attendance.

Work in harmonious work relationship with other personnel and agencies.

Manages the trust, faith and confidence of the administration.

Support and enforce the administrative and operational policies of this agency.

ESSENTIAL DUTIES

Assist the Communications Supervisor with maintaining and scheduling dispatch personnel, including approving overtime and vacation requests.

Assist the Communications Supervisor and Department Training Manager in identifying and scheduling training for dispatch personnel.

Train, schedule, and evaluate the performance of assigned staff.

Monitor dispatch activities and provide recommendations and implementation for improving methods, procedures, and equipment.

Assist with Supervision of dispatch personnel and other staff who may be used to provide dispatch support when staffing levels decrease or when additional staffing is needed.

Compile information, prepare and maintain a variety of records and reports related to personnel and attendance.

Assist the public over the telephone, computer or in person and provide information on departmental policies and procedures in response to inquiries and complaints related to assigned area of responsibility; refers inquiries as appropriate.

Perform clerical duties involving accuracy and independent judgment.

Prepare and update manuals related to dispatch procedures.

Monitor accuracy of radio identifiers for portable radio and patrol units.

Receives emergency messages, securing and recording information as to location and type of emergency or incident and dispatches personnel and equipment according to standard operational procedures established by the department.

- Requires no hearing, speech, or visual impairment.

Maintains two-way radio communications with units on routine or emergency situations and general activities.

Maintains and types various logs and prepares reports such as lost and found property and extra patrol requests.

Work with confidential information.

Takes clear and complete messages. Screens calls.

Continual review of dispatch procedures and training to ensure most efficient methods are implemented and utilized.

Performs other related duties as required.

ESSENTIAL KNOWLEDGE AND ABILITIES

Knowledge of:

Basic law enforcement principles, procedures and terminology;

City organization, operations, radio procedures and dispatch guidelines;

Principles and practices of supervision and training;

Working knowledge of the police department's computerized systems including CLETS, Records Management, Computer Aided Dispatch, Mapping and Office type programs;

Interpersonal skills using tact, patience and courtesy;

Operation of a computer and assigned software;

Record keeping and report preparation techniques;

Telephone technique and etiquette;

Ability to:

Be able to perform the duties and assignments as outlined in the City of Ripon job description for Police Dispatcher; professionally train and supervise dispatch staff;

Establish and maintain cooperative and effective working relationships with those contacted in the performance of required duties;

Learn and apply state, county and city codes and regulations;

Learn to interpret and apply City policies, procedures, rules and regulations;

Accurately maintain records and files;

Deal tactfully and courteously with the public, city staff, criminal justice agencies and other community agencies;

Read, understand, and interpret maps including varying locations and directions;

Understand and follow through with oral and written directions with little or no supervision;

Communicate clearly, accurately and effectively orally and in writing;

Use sound judgment in decision-making;

Type or input data at 45 words per minute;

Complete work with many interruptions and under pressure;

Meet schedules and deadlines; plan and organize work for self and subordinates;

Work irregular hours, shift work and mandated overtime, as necessary;

Provide input during the planning stages of community events, activities and operation plans involving the Ripon Police Department to ensure adequate dispatch staffing levels are in place for such events;

Maintain confidentiality;

EDUCATION AND EXPERIENCE:

REQUIRED

- Education equivalent to graduation from high school.
- Experience as a Police/Public Safety Dispatcher, three years is desirable.
- Meets standards in performance appraisals, exceeds standards is desirable.

DESIRABLE

- Some college and/or basic supervisory training.
- Bi-lingual (Spanish/English)

SPECIAL REQUIREMENTS

Must live within 35-mile radius of City Hall.

LICENSES AND CERTIFICATES:

Possession of, or ability to, obtain and maintain a valid California Driver's License.
POST Basic Dispatcher Certificate.

WORKING CONDITIONS:

Environmental Conditions

Field environment: travel from site to site. While performing the duties of this job, the employee may have to travel to attend training courses.

Office environment: The employee will also work in a busy office environment with constant interruptions; noise level can be moderate to noisy.

Physical Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk, sit, talk and hear. The employee is occasionally required to use hands to handle, feel or operate objects, tools and/or controls; and reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 75 pounds of weight. Specific vision abilities required by this job include close vision, color vision and the ability to adjust.

The employee must also maintain physical conditioning for walking or standing for prolonged periods of time and to operate office equipment, motorized equipment and vehicles.

Work Assignment

The employee may be required to work days, evenings, nights, weekends, holidays, other shift work and mandated overtime as part of the duties required of this position.

CAUSE FOR REMOVAL

The incumbent may be removed with or without personal fault. Reductions in the work force; the member's inability to attend regularly to work; failure to perform competently on any of this position's essential functions, duties, or responsibilities; excessive amounts of administrative costs associated with Non-scheduled Absenteeism and Work Performance Error and Work Productivity are among major reasons for termination with or without fault. Culpable acts or inactions contrary to the mission; Professional; Code of Ethics; Oath of Office; agency rules; policies; procedures and practices; and acts of disloyalty are major reasons for termination with fault.