

CITY OF MANTECA

PART-TIME PUBLIC SAFETY DISPATCHER

Department: Police

Bargaining Group: None- Part Time

Effective Date: August 2025

FLSA Status: Non-Exempt

Revision History:

BASIC FUNCTION:

Under general direction, perform a range of dispatching and administrative tasks in support of public safety operations; receive and respond to various requests from staff and the public; coordinate with appropriate personnel as needed. This part-time, at-will position offers flexible hours and may be ended at any time, with or without cause or notice, at the discretion of the appointing authority.

DISTINGUISHING CHARACTERISTICS:

This is a part-time position, designed for experienced dispatch professionals with existing certifications and training in dispatch operations.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform dispatching and clerical duties supporting City-wide emergency and non-emergency services, coordinating communications to ensure timely responses.

Operate telephone and radio equipment to receive requests and dispatch police, fire, and medical personnel; maintain call logs.

Respond to requests from City personnel and the public; use computer systems to input and retrieve data on stolen vehicles, warrants, licenses, registrations, missing persons, and related records.

Compile information and prepare and maintain a variety of records and reports related to dispatch activities, incidents, warrants, stolen vehicles and assigned duties.

Operate a variety of office and dispatching equipment including a copier, headset, recorder, computer and assigned software.

Maintain radio communication with City emergency units and coordinate with outside agencies to exchange information and resolve issues.

Participate in a variety of other assigned activities such as dispatching animal services, arranging for vehicle towing and monitoring security camera monitors to identify illegal or suspicious activities.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office practices, procedures and equipment.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Record-keeping and report preparation techniques.
Telephone techniques and etiquette.

ABILITY TO:

Perform dispatching and administrative duties in support of emergency and non-emergency police, fire, and medical services.
Receive and respond to routine and emergency requests from City personnel and the public via telephone and other communication systems.
Dispatch appropriate public safety personnel as needed.
Learn and apply relevant policies, procedures, codes, and radio protocols.
Maintain accurate records and prepare basic reports.
Operate computers and related software with sufficient typing speed and accuracy.
Communicate effectively and follow oral and written instructions.
Establish and maintain effective working relationships.
Report to work as scheduled.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and at least one year of prior dispatch experience in public safety or emergency services.

LICENSES AND OTHER REQUIREMENTS:

Basic CA POST certification for Dispatchers and meet the Basic Training Requirements established in the Commission of POST Regulation 1018 and Commission Procedure D-1-5.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Seeing to read a variety of materials.

Hearing and speaking to exchange information in person and on the telephone.
Sitting for extended periods of time.