

Police Dispatcher

The career of Police Dispatcher with the Bakersfield Police Department is an exciting, fast-paced, demanding position which takes dedication, tenacity, and commitment to fulfill the requirements of the training program. Once learned, though, the job can be very rewarding.

The Communications Center staff includes five Communications Supervisors, 32 full-time and three part-time Police Dispatchers who work varying shifts to make sure the Communications Center will be adequately staffed at all times.

Police Dispatchers work as a team in the Communications Center located on the 2nd floor of the downtown police facility. They are responsible for answering 9-1-1 calls placed from within the City limits and determining what action needs to transpire following the call. Some of these callers are reporting life-threatening situations, while others erroneously call 9-1-1 for weather conditions or other non-emergency reasons. Police Dispatchers receive and transmit radio communications with officers in the field. They also must monitor the frequencies of allied agencies to ensure success in allied agency communication. In 2015, they handled 772,213 telephone calls, which includes 260,245 emergency calls, and entered over 302,720 incidents into the dispatch system for police service.

The Communications Center is certified by the State of California Commission on Peace Officer Standards and Training (POST). All Police Dispatchers are required to attend a 120-hour Public Safety Dispatcher Basic Academy within the first year of employment.

The Bakersfield Police Department hosts the POST Public Safety Dispatcher Basic Academy. Several of our current Communications employees serve as instructors, teaching topics such as Radio Procedures, Telephone Procedures, Telecommunications, and Resources and Referrals.

In addition to the Public Safety Dispatcher Basic Academy, Bakersfield Police Dispatchers complete a multi-phase training program, which includes four weeks of classroom training, followed by approximately nine months of one-on-one training with a Police Dispatcher II. POST also mandates that all Public Safety Dispatchers attend 24 hours of continuing professional training every two years.

Applications for fulltime Dispatchers are accepted during open recruitment; applications for Temporary Dispatchers are accepted on a continual basis and held by the City of Bakersfield Human Resources Department until an opening becomes available. The ideal candidate is someone who can multi-task. Simultaneous talking and typing is a constant requirement. You must also possess the ability and desire to make calm, rational decisions when faced with life threatening situations over the telephone and radio. The ability to read maps and convey logical response information is also required.

For more information, email [Jamie D. Patterson](mailto:Jamie.D.Patterson@bakpolice.com), Communications Center Manager.

