

COUNTY OF SONOMA - JOB DEMANDS ANALYSIS

JOB CLASSIFICATION: Communications Dispatcher I/II, and Senior
DEPARTMENT: Sheriff
PHYSICAL DEMAND STRENGTH RATING: Sedentary

DATE COMPLETED: April 2022
DIVISION: Law Enforcement

INSTRUCTIONS TO MEDICAL PROVIDERS COMPLETING THIS FORM:

Please use the "Medical Provider Use Only" columns to the right of each section and the "Medical Provider's Comments & Signature" Section on the signature page to provide work restrictions by indicating whether there is some portion of each function that the employee can perform; designating whether each restriction is temporary or permanent; and, if restriction is temporary, stipulating the expected duration of work restriction(s). To finalize the form, please provide the name of the employee evaluated and additional comments, as appropriate, then sign and date where indicated.

FREQUENCY RATING:

Frequency	Percentage of time per shift	Repetition (# times per shift)	8 Hr Shift	9 Hr Shift	10 Hr Shift	12 Hr Shift
Never/Not Required (N)	n/a	n/a	n/a	n/a	n/a	n/a
Occasionally (O)	1 - 33%	1 – 100	0 - 2.5	0 - 3	0 - 3.5	0 – 4
Frequently (F)	34 - 66%	100 – 500	2.5 - 5.5	3 - 6	3.5 - 7	4 – 8
Continuously (C)	67 - 100%	500+	5.5 – 8	6 - 9	7 - 10	8 - 12

PART 1 - JOB DUTIES/FUNCTIONS:

A. Job Duty/Function	B. Job Duty #	C. Freq Rating	D. Equipment or tools used to perform (Describe)	E. Specialized Expertise, License, Certification Required? (Describe)	F. Essential or Non- Essential	Medical Provider Use Only: For each job duty/function, indicate in this column "Can Perform", is "Temporarily Restricted" from performing, or is "Permanently Restricted" from performing.
While performing the following duties, employees in this class must remain calm and professional, conveying respect and empathy while controlling a situation; making quick decisions while dealing with emergency situations and emotionally distraught, mentally ill, abusive, and suicidal people, sitting for long periods of time and routinely using office equipment such as computers, phones, photocopiers, fax machines, etc..			Communications Equipment, Computer Monitors			
Works a fixed post position, requiring all shifts including nights, weekends, and holidays and during response and recovery phases of emergency situations (e.g. fires, floods); long and irregular hours, nights, weekends, and holidays, subject to hold-over and call back; routinely works overtime as needed to meet mandatory staffing requirements.	1	C			E	

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Receives calls from the public, including requests for emergency, safety, and medical assistance; uses discretion and good judgment to quickly assess requests; asks questions to determine the nature of the call and location of the callers, while maintaining a calm and professional manner during highly emotional situations; determines the priority level of multiple incoming calls and transfers to the appropriate agency; enters information into the computer while simultaneously responding to the calls.	2	C	Phone, Headset, Recording Devices, Two-way Radio		E	
Simultaneously monitors multiple computer control panels and communications equipment while answering calls for emergency assistance; notes where event is located, and location of law enforcement units; determines appropriate course of action while dividing attention between numerous issues which may require immediate, simultaneous responses; views history of caller and location; dispatches appropriate resources to incident, ensuring adequate manpower on-scene as well as to maintain sufficient coverage county-wide; maintains constant contact with persons reporting incidents, keeping them calm and relaying information in a real-time manner to responding officers; simultaneously enters information into the computer while managing calls; uses foot pedal to operate radio.	3	C	Two-way Radio, Phone, Headset, Recording Devices, Foot Pedal		E	
Receives and transmits information by operating communication consoles, two-way radio, telephone, paging, various computers including both manual and computer-aided dispatch systems, voice intercom, fire alarm and intrusion alarm equipment; operates recording devices; sits and operates computer and communications equipment for long periods of time.	4	C	Two-way Radio, Phone, Headset, Recording Devices, Foot Pedal		E	
Responds to requests from field personnel for information regarding vehicle registration, driving records, and warrant information; provides pertinent data; obtains information from the California Law Enforcement Telecommunications System (CLETS) and other local, state, and national computerized systems; enters information into CLETS and other computerized systems; relays information to other law enforcement agencies as needed.	5	F	Phone, Headset		E	
Maintains contact with all units on assignment; maintain status	6	C	Phone, Headset		E	

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and location of field units; monitors multiple radio frequencies; relays emergency and non-emergency information to public safety personnel in the field.						
Memorizes, understands, and appropriately uses multiple law enforcement codes.	7	C			E	
Communicates in person, by phone or email with other staff, supervisors, and other agencies to coordinate activities and provide detailed information regarding calls and status of incidents; gives detailed information to oncoming shift.	8	F	Phone, Headset		E	
Participates in ongoing training to maintain required licenses/certifications and to maintain and enhance knowledge and skills required for this position. (24 hours of training bi-annually.)	9	O			E	
SENIOR ONLY: Leads a team of Communications Dispatchers: orients and trains staff; provides advice and technical guidance; assists in the evaluation, review, and monitoring of staff; participates in hiring interviews and decisions; provides supervision when assigned supervisor is absent.	10	F	Phone		E	

PART 2: PHYSICAL DEMANDS

Activity	Examples of Duties/Functions Requiring Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY: Permanently Restricted
1 Sitting	1-10	C			
2 Walking	8, 9, 10	O			
3 Running	N/A	N			
4 Standing	1-10	C			
5 Bending-Neck	1-10	C			
6 Bending-Waist	1-10	O			
7 Squatting	N/A	N			
8 Climbing	N/A	N			
9 Kneeling	N/A	N			
10 Crawling	N/A	N			
11 Twisting (neck)	1-10	C			
12 Twisting (waist)	1-10	C			
13 Repetitive Hand Use	1-10	C			
14 Simple Grasping-Right Hand	1-10	F			
15 Simple Grasping-Left Hand	1-10	F			
16 Power Grasping-Right Hand	N/A	N			
17 Power Grasping-Left Hand	N/A	N			
18 Fine Manipulation-Right Hand	1-10	C			
19 Fine Manipulation-Left Hand	1-10	C			
20 Pushing and Pulling (right hand)	1-10	O			
21 Pushing and Pulling (left hand)	1-10	O			
22 Reaching (above shoulder level)	1-10	O			
23 Reaching (below shoulder level)	1-10	O			
24 Lifting-up to 10 lbs.	1-10	O			
25 Lifting-11-25 lbs.	N/A	N			
26 Lifting-26-50 lbs.	N/A	N			
27 Lifting 51-75 lbs.	N/A	N			
28 Lifting 76-100 lbs.	N/A	N			
29 Lifting 100 + lbs.	N/A	N			
30 Carrying 0-10 lbs.	1-10	O			
31 Carrying 11-25 lbs.	N/A	N			
32 Carrying 26-50 lbs.	N/A	N			
33 Carrying 51-75 lbs.	N/A	N			
34 Carrying 76-100 lbs.	N/A	N			

PART 3: SENSORY REQUIREMENTS

Activity	Examples of Duties/Functions Requiring Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY: Permanently Restricted
1 Functional vision, normal or corrected	1-10	C			
2 Functional color vision, normal or corrected - maps; identify information on computer displays	2, 3	C			
3 Functional night vision, normal or corrected	3	O			
4 Functional hearing, normal or corrected	1-10	C			
5 A sense of smell or taste	N/A	N			

PART 4: COMPREHENSION LEVEL

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Follow Oral Instructions	C			
2 Follow Written Instructions	C			
3 Required to sustain concentration	C			

PART 5: NATURE OF TASKS

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Follow set procedures	C			
2 Organize own work	C			
3 Able to ask questions or request assistance when needed	F			
4 Required to make decisions independently	C			
5 Required to train and/or lead other staff	F			
6 Required to direct other staff (e.g. planning, goal setting, performance)	F			

PART 6: WORK PACE

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Tightly scheduled and rapid pace of work activities at high volume	F			
2 Meet time sensitive deadlines	F			
3 Long and/or irregular hours	F			
4 Limited/unpredictable opportunity for breaks	F			
5 Required to perform on-call or emergency work	O			

PART 7: COMPLEXITY/VARIABILITY

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Variable and unpredictable workflow	C			
2 Attention divided by issues requiring multi-tasking	C			
3 Work requires precise attention to detail	C			
4 Use of judgment in routine matters	C			
5 Requires use of judgment in adapting procedures from one task to another	C			
6 Possible legal ramifications associated with work activities or work product	C			

PART 8: INTERACTIONS WITH OTHERS

Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Works with others (e.g., co-workers, other departments/agencies, public)	C			
2 Interactions limited to giving/receiving information	F			
3 Interactions exceed giving/receiving information (e.g., advises, persuades, justifies)	F			
4 Interactions occur under circumstances of emotional stress	F			
5 Risk of confrontation with violent or assaultive clients or customers	O			

PART 9: ENVIRONMENTAL FACTORS/WORKING CONDITIONS:

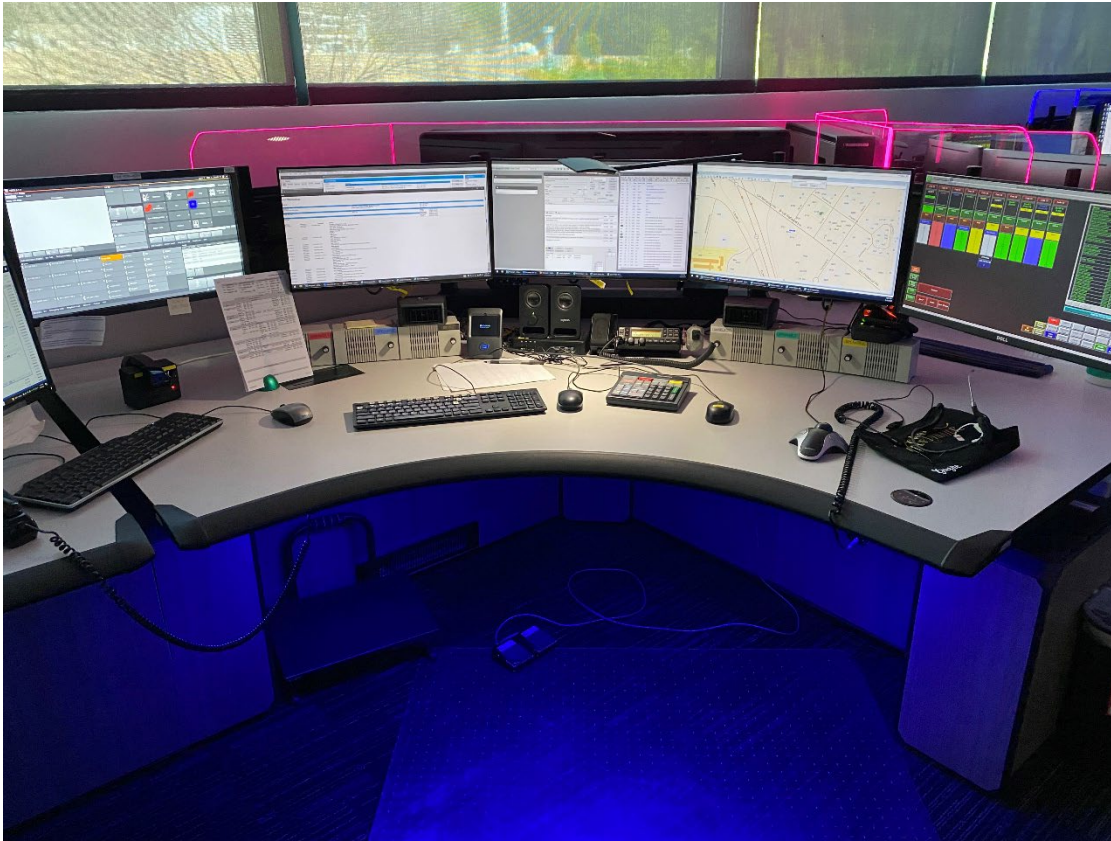
Activity	FREQUENCY RATING Never, Occasional; Frequent, or Constant	MEDICAL Can Perform	PROVIDER Temporarily Restricted	USE ONLY Permanently Restricted
1 Work Inside	C			
2 Work Outside	N			
3 Extreme Heat (above 100 degrees)	N			
4 Extreme Cold (below 32 degrees)	N			
5 Excessive Noise (must raise voice to be heard)	O			
6 Vibration (e.g., jack hammer, hammer drill, chainsaw, etc.)	N			
7 Dust, Vapors, Fumes, Smoke	O			
8 Silica, asbestos, etc.	N			
9 Solvents (e.g., gas, turpentine, etc.)	N			
10 Grease, oils	N			
11 Acidic, Caustic Solutions	N			
12 Pesticides	N			
13 Explosives (e.g., dynamite, bomb, etc.)	N			
14 Cleaning supplies, abrasives	N			
15 Other Chemicals (e.g. drugs and other contraband)	N			
16 Human Blood, Body Tissues, or Fluids	N			
17 Human Wastes	N			
18 Animal Blood, Body Tissues, or Fluids	N			
19 Animal Wastes	N			
20 Biological Toxins (e.g., poison ivy, poison oak, anthrax, etc.)	N			
21 Insect Bites (e.g., ticks, mosquitos, spiders, etc.)	N			
22 Biomedical Waste	N			
23 Ionizing Radiation	N			
24 Non-Ionizing Radiation	N			
25 Electrical Energy	N			
26 Walking on uneven, slippery, or rough surfaces	N			
27 Proximity to moving mechanical parts (e.g., equipment, machinery)	N			
28 Proximity to moving vehicles or objects	N			
29 Heights (e.g., rooftop, ladders, scaffolding, etc.)	N			
30 Contact with water, other liquids, humid conditions - not weather related	N			
31 Work Below Ground: (e.g., excavation, trench, etc.)	N			
32 Potential exposure to airborne infectious diseases (e.g. clinics, labs, corrections)	N			
33 Operates non-commercial motor vehicles (cars, trucks)	N			
34 Operates commercial vehicles – CDL Class _____ Endorsements _____	N			
35 Operates passenger van to transport clients, inmates, etc.	N			
36 Pulls non-commercial trailers or equipment	N			
37 Operates heavy equipment	N			
38 Other:	N			

PART 10: MEDICAL SCREENING, SURVEILLANCE AND VACCINATION REQUIREMENTS:

Please check each of the medical screening, surveillance, and vaccination requirements that apply to the position, and indicate if the requirement applies pre-employment/pre-placement only, or whether there are additional requirements after hire.

Medical Screening, Surveillance or Vaccination	Pre-Hire	Post-Hire	Frequency (one time, annual, etc.)
1 Audiometric Testing	X		
2 DOT Commercial Driver Drug and Alcohol Screening			
3 DOT Commercial Driver Physical Exam			
4 Respirator Physical Exam			
5 Respirator Questionnaire – Short			
6 Respirator Questionnaire – Standard			
7 Blood lead level			
8 Hazardous Waste/Emergency Worker physical			
9 Heavy metal screen (mercury, lead, arsenic)			
10 HINT Hearing Noise Sensitivity Testing			
11 Tuberculosis skin test			
12 Vaccine: MMR			
13 Vaccine: Hepatitis B			
14 Vaccine: Influenza			
15 Vaccine: Meningococcal			
16 Vaccine: Pneumococcal			
17 Vaccine: Rabies			
18 Vaccine: Rabies Titer			
19 Vaccine: Tdap			
20 Vaccine: Chickenpox			

PART 11: ADDITIONAL INFORMATION, PICTURES, ETC.



Dispatch Workstation



Radio Pedals



Mobile Command Unit Workstation