



POLICE DISPATCHER

SALARY GRADE: [C1-42](#)

DEFINITION:

Under the direction of an assigned supervisor, receive, prioritize and respond to routine and emergency incoming telephone and voice radio calls as it relates to campus police, fire and medical assistance; if an emergency call, secure information as to exact location. Perform clerical duties as assigned.

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

1. On an assigned shift, receive incoming telephone, voice radio calls, including 911 calls, and transmit messages using telephone, radio, Computer Aided Dispatch system (CAD), or other equipment to dispatch appropriate unit/department.
2. Request information as necessary related to wanted persons, stolen vehicles and property, vehicle registration.
3. Record and concisely communicate descriptions of persons and property.
4. Keep on-duty supervisor informed of the current situation and dispatch additional Officers when so advised.
5. Maintain a variety of automated police records; access law enforcement database to perform data entry and queries.
6. Handle dispatch related clerical duties.
7. Perform fingerprinting duties as assigned.
8. Answer inquiries, public complaints and provide information to the public via phone and at the front counter.
9. Build and maintain positive relationship with co-workers, other District employees and students using principles of good customer service.
10. Attend meetings as assigned.
11. Perform related duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Working knowledge of the policies, practices and procedures of law enforcement dispatching and regulations and security requirements concerning confidential information.
2. Modern office practices, procedures and equipment. Utilization of a Computer Aided Dispatch system (CAD).
3. Livescan Fingerprinting.
4. General knowledge of police terminology and codes.
5. Record-keeping techniques.

Ability to:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.

2. Hear normal speech and other audible events, other environmental noise. This includes hearing voices transmitted by radio and telephone.
3. Speak clearly in English and to be understood by others, either directly, or through amplified, radio, or telephone transmission, under normal and stressful circumstances.
4. Establish and maintain cooperative working relationships with students, staff, and the public.
5. Prioritize and handle multiple tasks simultaneously.
6. Understand and carry out verbal and written instructions.
7. Maintain strict confidentiality.
8. Type 30 words per minute.
9. Prepare clear and concise reports.

Education and Experience

Any combination equivalent to:

1. College-level coursework in law enforcement.
2. One (1) year experience with a public safety organization.

LICENSES AND OTHER REQUIREMENTS:

1. Possess California POST Dispatcher Certificate or satisfactory completion of POST required dispatch training completed within six months of appointment.

WORKING CONDITIONS:

Environment:

1. Office environment.
2. Constant interruptions

Physical Abilities:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate computer keyboard and assigned equipment.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling heavy objects up to 30 lbs.

Date Approved: May 21, 2003; Revised: December 2014
EEO Code: H-40