



POLICE DISPATCHER

DEFINITION

Under general supervision, receives, prioritizes, and responds to routine and emergency incoming telephone and voice radio calls as it relates to campus police, fire, and medical assistance; if an emergency call, secures information as to exact location; and related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the journey-level class responsible for performing dispatching support services. Positions perform the full range of duties assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Receives and evaluates public safety and emergency calls, and related business calls for the District; provides information and/or transfers calls to the appropriate division/department, agency, or response organization; takes messages for department personnel.
- Dispatches public safety emergency units in accordance with established procedures and policies; determines priority of emergency and contacts and sends appropriate response unit.
- Operates computer, telephone, Computer Aided Dispatch system (CAD), and radio console and telecommunication equipment simultaneously while performing dispatching activities.
- Requests information as necessary related to wanted persons, stolen vehicles and property, vehicle registration.
- Records and concisely communicates descriptions of persons and property.
- Keeps on-duty supervisor informed of the current situation and dispatches additional Officers when so advised.
- Performs fingerprinting duties as assigned.
- Receives and screens calls and visitors; responds to complaints and requests for information.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Attends meetings as assigned.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Terminology and procedures used in public safety dispatching.
- Functions, principles, and practices of law enforcement agencies.

- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Livescan fingerprinting.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Record keeping and filing systems and methods.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- 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.
- Speak clearly to be understood by others, either directly, or through amplified, radio, or telephone transmission, under normal and stressful circumstances.
- Prioritize and handle multiple tasks simultaneously.
- Understand and carry out verbal and written instructions.
- Maintain strict confidentiality.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of twelfth (12th) grade supplemented by college-level coursework in law enforcement and one (1) year experience with a public safety organization.

Licenses and Certifications:

- A California POST Dispatcher Certificate or satisfactory completion of POST required dispatch training completed within six (6) months of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-46

FLSA: Non-Exempt

EEO Code: H-40

Board Approved: April 2021