Police Dispatcher

BASIC FUNCTION:
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.

REPRESENTATIVE DUTIES:

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.


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.

KNOWLEDGE AND ABILITIES:

**KNOWLEDGE:**

1. Working knowledge of the policies, practices and procedures of law enforcement dispatching and regulations and security requirements concerning confidential information.


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, cultural, disability, religious background 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. Maintain strict confidentiality.

7. Type 30 words per minute.

8. Prepare clear and concise reports.

EDUCATION AND EXPERIENCE:
Any combination equivalent to: College course work in law enforcement, and one 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.

2. Valid California drivers license.

WORKING CONDITIONS:

ENVIRONMENT:

1. Office environment.

2. Constant interruptions.

PHYSICAL ABILITIES:

1. Hearing and speaking to exchange information in person and on the phone.

2. Dexterity of hands and fingers to operate assigned equipment.

3. Sitting for extended periods of time.

DATE APPROVED: May 21, 2003
RANGE: N38
EEO-CATEGORY: H-40