



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
COORDINATOR, POLICE TECHNICAL & SUPPORT SERVICES	CLASSIFIED	GRADE: N MONTHS:
BOARD POLICY REFERENCE:		Board Approved: 12/14/10

**JOB DESCRIPTION:**

Under general supervision, coordinates the daily operations of the dispatch center and the District's access control system; ensures proper functioning of all equipment associated with the access control systems; performs system upgrades, troubleshoots and programs hardware/software for the access control system; serves as a liaison to Law/Fire/Medical agencies throughout the county; maintains the Law Enforcement Telecommunications systems in accordance with state law; serves as backup to dispatch center as needed; acts as lead worker and/or backup as needed in the area of district parking services, including ensuring proper functioning of all equipment associated with district parking functions; acts as lead worker and/or backup as needed in Emergency Management, standard emergency management practices and processes (such as Command & Management, Preparedness, Resource Management, Communications & Information Management Supporting Technologies); and other duties as assigned.

**SCOPE:**

The Coordinator of Police Technical & Support Services coordinate operations of the District's communications center; oversees the C-CURE Security System to ensure security and dispatch of appropriate units; serves as the District's California Law Enforcement Telecommunications System (CLETS) liaison regarding communications to outside agencies; and serves as the contact for parking services, and NIMS/SEMS core functions.

**DISTINGUISHING CHARACTERISTICS:**

The Coordinator of Police Technical & Support Services is distinguished from the Police Dispatchers by the added responsibilities of managing the District's networked access systems; acting as the Agency (CLETS) Coordinator, and training, directing the work, and scheduling the Dispatch staff.

**KEY DUTIES AND RESPONSIBILITIES:**

*Examples of key duties are interpreted as being descriptive and not restrictive in nature.*

1. Maintains the network systems related to the district access control and CCTV systems, including installation, maintenance and service of the C-CURE 800/8000 system components; configures cardholders and security objects, report generation, backup procedures, and import/export of cardholder records.
2. Serves as the Agency California CLETS Coordinator (ACC) on matters pertaining to the use of the California Law Enforcement Telecommunications System.
3. Trains all new dispatch employees and makes recommendations to Supervisor on the extent of additional training needed.
4. Makes decisions/recommendations during critical incidents where the communications center and access control systems are involved.
5. Coordinates the dispatcher schedule.
6. Researches and applies for Public Safety and Homeland Security grants being offered to individual Public Safety Departments.

**KEY DUTIES AND RESPONSIBILITIES (Continued):**

7. Receives and processes emergency and non-emergency calls; determines nature and location of emergency; prioritizes; dispatch emergency units as needed and in accordance with established procedures.
8. Performs data preparation and enters information into a computer system.
9. Writes crime reports; processes criminal identification and evidence.
10. Provides Live Scan fingerprinting service.
11. Acts as a lead worker to other classified staff; trains short-term, non-continuing and student employees.

**EMPLOYMENT STANDARDS**

**ABILITY TO:**

Install, maintain and troubleshoot network security equipment; train, direct the work of, and coordinate the scheduling for Dispatch staff; enforce and apply all laws, rules and regulations; read, understand and interpret standard official legal documents; exercise judgment and discretion in analyzing and resolving problems; read, correct and prepare clear and concise reports; give, follow and understand written and oral instructions; operate a personal computer and enter data into computer database; learn standard procedures regarding the use of police radios and department telephones; operate a vehicle in a safe manner; work effectively under stress in emergency situations; maintain cooperative working relationships; remain calm in emergency situations; convey clear, concise communications and directions, demonstrate sensitivity to, and respect for, a diverse population.

**KNOWLEDGE OF:**

Federal and State Law Enforcement Telecommunications Systems policies and procedures; District policies and procedures; parking enforcement and traffic control; site security and patrol techniques; crime prevention and safety training techniques; dispatch radio codes and procedures; automated records management systems; CAD and C-CURE System; National Incident Management System/Standardized Emergency Management System (NIMS/SEMS); and basic provisions of the California penal and vehicle codes.

**MINIMUM QUALIFICATIONS:**

*Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)*

*Education:*

Graduation from high school supplemented by significant relevant college coursework AND completion of POST certified Public Safety Dispatchers Basic Course.

*Experience:*

Prior experience in a law enforcement dispatch center, including experience installing, maintaining and troubleshooting networked security and dispatch systems.

**LICENSE OR CERTIFICATE:**

Must possess a valid (Class C) California driver's license and an acceptable driving record. Ability to obtain current First Aid and CPR certification. Must satisfactorily complete Continuing Professional Training requirements set by POST; C-CURE Systems Manager and Installer/Integrator course; and CLETS Train the Trainer Certificate within 12 months of hire.

**SPECIAL REQUIREMENTS:**

Must satisfactorily complete a background investigation, which includes polygraph, a medical examination, a psychological examination and POST Entry-Level Dispatcher Selection Test Battery. This is a pre-employment test that measures verbal ability, reasoning, memory and perceptual ability. The abilities measured by this test are identified in a statewide job analysis as being essential for successful performance of dispatcher abilities throughout California and are necessary for entry-level candidates to possess before hire.

Must be able to perform full range of motion activities, such as, but not limited to, walking, standing, lifting (up to 50 lbs. unassisted), or climbing while performing duties. Occasionally required to work under inclement weather conditions. Due to the unpredictable nature of emergency work, an employee will be assigned to work various shifts, including evenings, weekend, and graveyard shifts and holidays. Occasional exposure to situations which may be dangerous or life threatening. Required to wear a uniform. Must be able to hear alarms and other auditory warning devices.