



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
POLICE DISPATCHER	CLASSIFIED	GRADE: K MONTHS:
BOARD POLICY REFERENCE: 2006/2007 CLASSIFICATION REVIEW		Board Approved: 06/07

JOB DESCRIPTION:

Under general supervision, perform general duties related to the operation of a communications center involving incoming communication for emergency and non-emergency assistance; dispatching necessary units using a Computer Aided Dispatch system; operates CCURE Security System; answer phones and provide customer service for heavy walk-in traffic to the department; and perform related work as required.

SCOPE:

The Police Dispatcher receives calls for emergency assistance and dispatches necessary units; performs a variety of general support duties related to the operation of a communications center. Responsible for maintaining effective and efficient communications with District Police Officers, outside emergency and law enforcement agencies and the public. Monitors the CCURE Security System to ensure security and dispatch of appropriate units. Monitors the CCURE Security System to ensure security and dispatch of appropriate units.

DISTINGUISHING CHARACTERISTICS:

The Police Dispatcher is distinguished from the Community Service Officer by the added responsibilities of receiving incoming calls for emergency assistance and dispatching necessary units using a complex Computer Aided Dispatch system. Incumbents in this classification are continuously multi-tasking.

KEY DUTIES AND RESPONSIBILITIES:

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

1. Receives and processes emergency and non-emergency calls.
2. Determines nature and location of emergency; prioritize; dispatch emergency units as needed and in accordance with established procedures.
3. Maintains communication with assigned units.
4. Operates a variety of communications equipment.
5. Performs data preparation and enters information into a computer system.
6. Writes crime reports; processes criminal identification and evidence.
7. Relieves other Community Service Officers, gate attendants, or other related positions as necessary.
8. Provides information to outside agencies such as, District Attorney's Office and Department of Justice, as appropriate.
9. Provides Live Scan fingerprinting service.
10. Maintains proper working condition of District alarm system and CCURE System.
11. Performs a variety of general clerical duties such as filing, indexing and record keeping, lost and found, cashiering, issuing parking permits and citations.
12. May be a lead worker to other classified staff; trains short-term, non-continuing and student employees.

EMPLOYMENT STANDARDS

ABILITY TO:

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; demonstrate sensitivity to, and respect for, a diverse population; 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.

KNOWLEDGE OF:

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 CCURE System; emergency preparedness and response plans; 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 relevant college coursework. Must satisfactorily complete the POST certified Public Safety Dispatchers Basic Course within 12 months of hire. Must satisfactorily complete on-going Continuing Professional Training requirements set by POST.

Experience:

Prior experience in a dispatch center, parking and traffic control, radio communications or in public relations.

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.

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.