

SOUTHWESTERN COMMUNITY COLLEGE DISTRICT

CLASS TITLE: PUBLIC SAFETY DISPATCHER

SUMMARY DESCRIPTION

Under supervision from an assigned supervisor, provide public safety dispatch services for police officers; maintain two-way communication with police units; access law enforcement databases and provide information and assistance to emergency dispatch units; and perform a variety of police support and routine clerical duties including word processing and data entry of a specialized nature.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Receive and prioritize calls from staff, students and the public requesting a variety of emergency services including police, fire, and ambulance services; exercise initiative and independent judgment in assessing alarms and emergency or routine calls; coordinate requests for dispatch in order of importance and determine the proper level of response; dispatch units accordingly. ***E***
2. Monitor and operate automatic computerized alarm systems and a Computer Aided Dispatch system (CAD) to determine location and type of emergency. ***E***
3. Advise and assist police officers and other staff in resolving problems with calls for service; determine wanted status on suspects, runaway status on juveniles, registration and stolen information on vehicles and property. ***E***
4. Maintain contact with all units; monitor status and location of police and public safety assistants as well as fire and emergency medical service units.
5. Advise and assist District staff and students in resolving routine issues, emergency situations, and personal issues including contacting outside law enforcement and other agencies, appropriate District staff, and parents. ***E***
6. Operate California Law Enforcement Telecommunications System (CLETS) to enter, modify, and retrieve data associated and connected with law enforcement records and criminal history databases. ***E***
7. Maintain accurate and up-to-date police files and records; develop and monitor various logs, accounts, and files for current and accurate information; verify accuracy of information, researching discrepancies and recording information; organize and maintain filing systems; process requests for records and subpoenas. ***E***
8. Perform a variety of clerical support functions for public safety staff; compile information and data for statistical reports; maintain a calendar of activities, meetings and events for assigned personnel. ***E***
9. Serve as receptionist for assigned area; receive office and telephone callers; provide material and information in response to requests for information related to assigned area of responsibility; route calls to appropriate personnel and convey telephone messages; refer callers to appropriate staff for further assistance as needed. ***E***
10. Receive, sort, and distribute incoming and outgoing correspondence. ***E***
11. Present program information to students and faculty; assist in preparing program materials; receive, sort, and deliver materials. ***E***
12. Maintain office supplies and inventories; order, receive, and maintain office supplies and equipment; prepare and deliver requisitions, purchase orders, and work order forms. ***E***
13. Maintain calendar of activities, meetings, and various events for assigned staff; coordinates activities with others. ***E***

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14. Utilize various computer applications and software packages; maintain and generate reports from a database or network system. *E*
15. Operate office equipment including computer equipment, typewriter, calculator, copier, and facsimile machine. *E*
16. Perform related duties and responsibilities as required.

KNOWLEDGE AND ABILITIES

Knowledge of:

Principles and procedures of public safety dispatching including operation of computer aided dispatch software applications.
Technical aspects of field of specialty.
Pertinent federal, state, and local codes, laws, and regulations.
Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
Basic principles of business letter writing and basic report preparation.
Principles and practices used to establish and maintain files and information retrieval systems.
Principles, practices, and procedures of basic fiscal, statistical, and administrative record keeping.
Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
Interpersonal skills using tact, patient and courtesy.
Basic mathematical concepts.
Work organization principles and practices.
English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

Perform a variety of public safety dispatching functions requiring independent judgment.
Act independently and efficiently in routine and emergency situations.
Exercise good judgment to remedy operational problems with minimum delay while protecting life and property.
Understand, interpret, and apply general radio dispatch, administrative and office policies and procedures.
Perform a variety of office support and clerical duties and activities of a general and specialized involving independent judgment in the interpretation, application, or modification of existing procedures within well defined guidelines.
Respond to requests and inquiries from students, staff, or the public; effectively present information in person or on the telephone to students, staff or the public.
Use sound judgment in recognizing scope of authority.
Type or enter data at a speed necessary for successful job performance.
Compile and organize data and information.
Maintain filing systems.
Exercise good judgment in maintaining information, records, and reports.
Plan and organize work to meet schedules and changing deadlines.
Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Work with and exhibit sensitivity to and understanding of the diverse racial, ethnic, disabled, sexual orientation, and cultural populations of community college students.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Graduation from high school and 6 months of experience performing public safety dispatch duties involving the operation of radio/voice communications equipment; or as an operator of a telephone switchboard in a public center communication center or closely related; OR 1 yr of experience in a high-volume fast paced setting performing clerical and customer service duties as a multi-line phone or switchboard operator may be considered. Experience in a public safety Computer Aided Dispatch (CAD) radio communication department or radio dispatching, public emergency information systems, or law enforcement is highly desirable.

LICENSE OR CERTIFICATE

Valid California driver's license and a safe driving record.

Ability to obtain a valid P.O.S.T. certified dispatcher basic academy certificate within 10 months of employment. Failure to acquire a valid Post Certificate within 10 month requirement may result in termination of employment.

Ability to successfully complete a thorough background and pass the pre-employment psychological, Computer Voice Stress Analysis and physical examinations per Government Code 1031.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with frequent interruptions and distractions; extended periods of time viewing computer monitor; exposure to individuals requiring emergency assistance. This job class requires shift work including evening, nights, holidays, and weekends. Dispatchers may be required to work beyond their scheduled shift where relief cannot be found.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

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