



POLICE DISPATCHER / RECORDS TECHNICIAN

Reports to: Police Communications / Records Supervisor

Dept: Police

Range: 22

FLSA: Nonexempt

EEO: Secretarial/Clerical

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, receive and prioritize emergency and non-emergency calls for service; provide police communications and dispatching for district facilities and sites via radio voice communication using a computer-aided dispatch system; coordinate with other agencies during in-progress calls and regional incidents; operate computerized records management and ancillary equipment in the processing of confidential and varied reports and data into records management systems; validate information and verify accuracy of data; may lead the work of Police Support Assistants and safety escorts on an assigned shift; and perform related duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Participate in selecting, training and providing day-to-day lead work direction to other staff; assign and monitor work for completeness, accuracy and conformance with district, department and legal/regulatory requirements and standards; monitor work flow to ensure mandated deadlines are being met in an optimal manner; provide information, instruction and training on work procedures and technical/legal/regulatory requirements; provide input to supervisor on employee work performance and behaviors; assist in ensuring a fair and open work environment in accordance with the district's mission, goals and values.
2. Operate radio and automated telephone and computer-aided dispatch (CAD) systems to receive and transmit routine and emergency calls from the public; evaluate, prioritize and sequence incoming information and determine nature and priority of calls and/or transfer calls to the appropriate agency; dispatch police department personnel and equipment to incidents according to established procedures.
3. Maintain radio contact with police units on assignments; notify other departments of needed support services; monitor radio frequencies for mutual aid; notify other jurisdictions when necessary to coordinate activities; give station identification as required by the Federal Communications Commission (FCC).

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4. Monitor the status of police units and their locations; respond to field unit requests via radio or telephone for information; support service calls and investigations by performing criminal history research inquiries on Department of Justice (DOJ), National Crime Information Service, FBI, CLETS and Stolen Vehicle Systems; coordinate police officers, college mental health resources and local hospitals as part of the Psychiatric Emergency Response Team.
 5. Access local, state and national law enforcement telecommunications systems to enter, modify, update and retrieve data; make automated notifications to the DOJ and state-mandated programs and manage local supporting files.
 6. Process and maintain a variety of complex documents and records including accident, crime and arrest reports, criminal and traffic warrants and related police documents according to established legal guidelines; maintain and process information on sex, arson and narcotics registrants, restraining orders and suspended/expelled students; copy and distribute information to appropriate department staff, other law enforcement agencies, the public and other employees according to local, state and federal guidelines.
 7. Assist supervisor in tracking, collecting, reporting and distributing Clery data and reports; ensure accurate entry of police and student data into appropriate systems, files and databases; develop and maintain a variety of statistical records and reports; generate demographic, crime and statistical reports for use by the Chief of Police.
 8. Represent the police department to coordinate or assist in coordination of disaster preparedness, training and response; coordinate department communications when the Incident Command System or Emergency Operations Center is activated including sending public notifications and interacting with media and other agencies; maintain emergency preparedness roster and organizational flow chart.

OTHER DUTIES:

1. Assist and provide direction in the operation of the district's parking permit program, parking citation program and the lost-and-found program per district policy including retaining, inventorying, maintaining, donating and/or discarding items.
2. Create six-pack lineups and assist investigators by using databases to track and eliminate suspects.
3. Conduct presentations and trainings not limited to radio operation, new policies or procedures and reviewing and analyzing records.
4. Broadcast test messages and send initial mass notifications/alerts during critical incidents.
5. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

1. Computer-aided dispatch terminal, two-way radio, regional communications systems, computerized mapping system and other computer programs typically used in a dispatch center to research and obtain information.
2. Proper operation and care of radio and telephone equipment and operational characteristics of emergency communication system equipment.
3. Crisis management techniques.
4. Law enforcement codes, terminology, phonetic alphabet, procedures and practices.
5. Campus and surrounding cities geography and street names.
6. Operations, services and activities of a police department within a community college district.
7. Techniques, procedures and methods used in the operation of police records management, programs and systems.
8. Common student needs, issues and concerns applicable to area of assignment.
9. Principles, methods and practices of Emergency Operation Center activation and operation.
10. Federal, state and local laws, policies and directives applicable to areas of responsibility including the Family Educational Right to Privacy Act (FERPA), Sexual Registrant, National Institute Management System (NIMS), and DOJ and FCC requirements.
11. Federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, Title IX, Violence against Women Act and associated regulations.
12. Public Records Act.
13. Safety policies and safe work practices applicable to the work.
14. Basic principles and practices of employee supervision.
15. Principles and practices of sound business communications, including correct English usage, grammar, spelling and punctuation.
16. District human resources policies and labor contract provisions.

ABILITY TO:

1. Assign and inspect the work of other Police Support Assistants.
 2. Receive requests for emergency and non-emergency services both face-to-face and over the phone, elicit information to assess situations from inquirer, many of whom are upset, distressed and not communicating clearly, and determine appropriate course of action.
 3. Operate computer-aided dispatch terminal, two-way radio, computerized mapping system and other computer programs used to research and obtain information.
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4. Listen, type key information quickly and clearly, and respond effectively during traumatic and/or emotional situations.
5. Exercise tact and diplomacy in dealing with sensitive issues and critical situations.
6. Determine dispatch priorities during heavy workloads and use judgment in the application of policies, rules, regulations and standard operating procedures.
7. Use computer mapping systems, paper maps and floor plans to determine or confirm locations.
8. Broadcast clear, concise and specific instructions over the radio and recorded messages in a distinct, well-modulated voice.
9. Monitor multiple public safety radio frequencies simultaneously.
10. Learn, understand, explain and apply highly detailed legal requirements, codes and procedures applicable to the preparation, filing, distribution and maintenance of a wide variety of police records and documents.
11. Proofread and identify errors and missing information in police reports and other documents and take appropriate action.
12. Communicate effectively, both orally and in writing.
13. Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
14. Prepare clear and accurate reports, documents, data entries and files.
15. Maintain confidentiality of police records and activities and of student files and records.
16. Represent the district effectively in dealings with other law enforcement agencies, community and business organizations and the public.
17. Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE:

Graduation from high school or GED equivalent, some college-level courses in criminal justice, and one year of related law enforcement/emergency services/public safety dispatching experience; or an equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

A California POST Basic Public Safety Dispatcher Certificate is required within twelve months of hire and must be maintained as a condition of continued employment.

CJIS Security NexTest certification required within six months of hire.

ICS 100, 200 and 300 are required within twelve months of hire.

Psychiatric Emergency Response Team Training is desired.

Successful completion of a comprehensive background investigation is required, including a review of employment history, criminal conviction record, credit history, use of intoxicants and/or other controlled substances.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Lead-level work direction to Police Support Assistants.

CONTACTS:

District administrators, faculty, staff, students, other college and community organizations, other public safety agencies and the general public.

PHYSICAL EFFORT:

The physical efforts described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Primarily sedentary with intermittent standing, walking, bending, stooping or crouching; occasional light lifting, carrying, pulling and/or pushing of objects weighing up to 25 pounds; ability to travel and/or drive to various locations on and off campus as needed to conduct district business; ability to sit and work at a computer station for extended periods involving repetitive use of hands, wrists and forearms; ability to view small-font words/symbols on a computer monitor for extended periods; ability to talk and hear in person and by telephone and radio.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving appropriate interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; perform highly detailed work; deal with changing deadlines, constant interruptions and multiple concurrent tasks; frequently interact with the public including dissatisfied, abusive and traumatized individuals.

WORKING CONDITIONS:

Primarily business office environment in a space accessible to the public; subject to frequent public contact and interruption; intermittent exposure to individuals acting in a disagreeable fashion and disturbing or traumatic events; work various shifts at night, on weekends and holidays as assigned and respond in emergency situations and natural disasters.