

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Police Communications Dispatcher

Unit: Office Technical

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Job Code: J1046
Original Date: 01/1991
Last Revision: 03/2017
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 19

DEFINITION

Under direction of the Police Communications Supervisor or assigned supervisor, serving district personnel, students, and the public, independently receive, evaluate, prioritize, and disseminate calls for emergency police and routine services; monitor districtwide alarm equipment and take appropriate actions regarding alarm activity; and perform general office duties.

EXAMPLE OF DUTIES

1. Receive emergency and non-emergency voice radio and telephone calls requesting police services; determine nature, location, and priority of calls and dispatch units accordingly; transfer calls as appropriate in accordance with established procedures.
2. Maintain contact with all units on assignment using various communication equipment and process as appropriate; maintain status and location of units; maintain computer records of all officer-initiated activity.
3. Effectively and accurately communicate information orally in a clear and intelligible voice to elicit and elucidate information to law enforcement, medical and fire personnel, administrators, district personnel, students, and the general public.
4. Exercise initiative and independent judgment in assessing alarm and other emergency or routine situations; assign and dispatch appropriate police and other resources; notify appropriate district personnel and/or other agencies in accordance with established procedures.
5. Provide responsive and high quality service while maintaining professionalism during difficult and sensitive reports of emergency and non-emergency situations.
6. Effectively deal with persons of all ages from a variety of cultures, races, ethnicities, religions, genders, sexual orientation, and socioeconomic backgrounds who may be uncooperative and/or emotionally upset.
7. Operate and maintain various types of computer, communication, alarm, and recording equipment. Perform minor routine maintenance, including dispatch and general office machines; request service and repairs as necessary. Monitor and manually operate simultaneously a districtwide computerized fire and intrusion alarm system, Computer-Aided Dispatch (CAD), and California Law Enforcement Telecommunications System (CLETS).
8. Perform a variety of specialized office duties as assigned.
9. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

Automated police telecommunications systems, such as Computer-Aided Dispatch (CAD) and California Law Enforcement Telecommunications System (CLETS).
English usage, grammar, spelling, punctuation, and vocabulary.
Modern office practices, procedures and equipment, including computer hardware and software.
Operation and use of computers and software applications necessary for area of specialty.

Oral and written communication skills.
Penal, municipal, and health and safety codes.
Police radio codes.
Principles and procedures of police radio dispatching and equipment.
Record-keeping techniques.
San Diego city streets and thoroughfares.
Technical aspects of field of specialty.

Skills and Abilities:

Carry out verbal and written instruction.
Enter data into computer applications and systems.
Exercise good judgment when performing under stress.
Maintain clear and accurate records.
Operate computers and required software applications and police telecommunication equipment and systems.
Perform clerical duties of average difficulty.
Prioritize emergency situations accurately.
Reason and respond quickly to emergency situations in a calm and efficient manner.
Speak clearly and concisely and act independently and effectively in emergency situations.
Type/keyboard at 30 words per minute.
Work independently with little direction.
Work tactfully with the staff and public.

Training and Experience:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be equivalent to the completion of the twelfth grade supplemented by training in communications, public safety dispatch, or a related customer service industry.

Special Requirements:

Must pass POST background investigation, including optional psychological evaluation.
Must successfully complete 80-hour P.O.S.T. Dispatch course within probationary period.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Police Communications Dispatch Center that operates 7 days a week/24 hours a day; will often work alone; may work alternative workweeks; may be required to work different shifts; will be required to work weekends, holidays, and non-business days as identified by the Board of Trustees. Some overtime is required. Must work at least an 8-hour shift with paid lunchtime. May be required to work through lunch. Must remain on duty until relief is available.