

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Police Communications Lead Dispatcher

Unit: Office Technical

Page: 1 of 2
Job Code: J1315
Original Date: 06/1999
Last Revision: 03/2017
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 23

DEFINITION

Under the direction of the Police Communications Supervisor or assigned supervisor, serve as the lead dispatcher supervising operations in order to maintain and provide continuous dispatch and alarm monitoring for employees of the District as well as the public at large.

DISTINGUISHING CHARACTERISTICS

The Police Communications Lead Dispatcher classification is distinguished from the Police Communications Dispatcher classification in that the incumbent provides the lead and/or primary technical direction in the dispatch center.

EXAMPLE OF DUTIES

1. Monitor dispatch activity to give guidance in correct procedures for officer safety. Work regular dispatch shift when necessary. Report personnel problems and need for discipline, training, and recommendations.
2. Schedule dispatcher assignments to maintain coverage 24 hours a day, 365 days a year. Train dispatchers in the operation of all dispatch equipment. This is a continuous process to keep abreast of any legal changes and equipment updates.
3. Exercise initiative and independent judgment in assessing alarm and other emergency or routine situations and notify appropriate district personnel or other agencies.
4. Coordinate the district alarm password program.
5. In the absence of the Police Communications Supervisor, handle emergency problems during off-duty hours in the area of scheduling, operational, and other miscellaneous functions as required to maintain 24-hour operation of Dispatch Center.
6. Reviews dispatch activity and report any vital information to the Police Communications Supervisor.
7. Participate in the development, implementation, and maintenance of a Dispatch Policy & Procedures Manual.
8. Serve as back up to the Police Communications Supervisor as the ATC (Automated Terminal Coordinator) as required by the Department of Justice for CLETS.
9. Prepare tape recordings of radio and telephone communications for use as court evidence and training.
10. Test all dispatch equipment on a regular basis and report.
11. Under the direction of the Police Communications Supervisor, maintain all files, records, and manuals necessary for proper police dispatch operation.
12. 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, including San Diego Community College campuses.
- Technical aspects of field of specialty.

Skills and Abilities:

- Carry out verbal and written instruction.
- Enter data related to police and parking reports 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 40 words per minute.
- Understand the proper operation and care of voice radio equipment and Federal Communications Commission regulations governing the use of the voice radio equipment.
- Work independently with little direction.
- Work tactfully with the staff and the public.

Training and Experience:

- Any combination of training and experience equivalent to: graduation from high school and two years of recent, full-time paid, civilian or military experience in radio dispatch, law enforcement, or related experience. CAD and CLETS experience is required.

License:

- Valid California driver's license.

Special Requirements:

- Must possess POST Basic Dispatcher Course certification and successfully complete D.O.J course, "Train the Trainer," within 6 months of appointment.

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.