



# El Camino College

## Public Safety Dispatcher



### ABOUT THE ROLE

Under the direction of the Chief of Police or Sergeant, the Public Safety Dispatcher operates computers, telephones and radio communications equipment to receive and record emergency calls and routine calls for service; provides information, dispatches police and emergency personnel; types, files, and performs a wide variety of clerical support duties for the Campus Police Department.

### ABOUT EL CAMINO COLLEGE

El Camino College (ECC) is located on the ancestral lands of the Gabrielino-Tongva people, the traditional caretakers of Tongvaangar (the Los Angeles basin, Southern Channel Islands) and occupies 126-acres near Torrance, California. We are located in Los Angeles County, just minutes from South Bay beaches. Our community serves a diverse student population including new and re-entering students and those pursuing certificate, degree, and transfer goals.

As a comprehensive two-year college, El Camino College serves approximately 25,000 students each semester, the majority of whom are from diverse populations. The ideal candidate will share ECC's commitment to educating its racially and socio-economically diverse student population including students with disabilities. El Camino College provides many opportunities for students to succeed. Through the Honors Transfer Program, El Camino College transfers hundreds of students each year to four-year universities around the country. Top transfer institutions include UCLA, USC, and UC Davis. El Camino College is regularly among the top five community colleges in Southern California for students admitted to CSUs, and the top ten for UCs. Students are also supported by an extensive scholarship program, with approximately \$600,000 awarded annually.

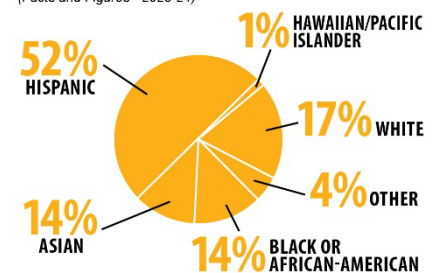
With the passage of general obligation bond measures in 2002 and 2012, the District has undergone a substantial transformation campus-wide. Over the next 10 years, capital construction projects, as well as new initiatives to support student success, will strengthen El Camino College as a premier institution for teaching and learning.

### MISSION STATEMENT

*El Camino College is equity-focused and partners with its diverse communities to provide student-centered learning, career development, and lifelong enrichment.*

### STUDENT DEMOGRAPHICS

(Facts and Figures - 2023-24)



## PUBLIC SAFETY DISPATCHER

**Division:** Campus Police

**Extended Posting Closing Date:** Open Until Filled

**Req:** C2425-013E

**Location:** El Camino College

**Position Type:** Classified

### REPRESENTATIVE DUTIES

Receive emergency calls for service.

Receive walk-in visitors and telephone inquiries from a variety of individuals. Provide information and resolve routine matters. Log details in a centralized system on all visitors to the department and phone inquiries received.

Dispatch police personnel and alert and/or request assistance, as needed from public safety agencies as appropriate.

Analyze situations accurately and utilize appropriate systems and equipment to assure officer and public safety. Effectively operate a 911 communication system, two-way radio, and computer dispatch equipment.

Prepare reports and logs of unusual incidents; contact agencies involved with major emergency operations such as the County Fire Department, neighboring police agencies and various State agencies that deal with emergency and disaster operations.

Maintain contact with all units on assignments; maintain status and location of field units; enter, update, and retrieve information on wanted persons, stolen property, vehicle registration and other information from statewide computer networks; and perform a wide variety of clerical functions that support the overall operations of the Campus Police Department.

Prepare and maintain various logs of phone calls and visitors.

Type police reports, incident reports and other materials; process file or duplicate as appropriate.

Monitor campus surveillance cameras and fire alarms systems. Dispatch the appropriate response personnel based on the nature of the situation/request. Operate remote electronic systems that grant building access and control, as requested, or authorized.

Assist campus police personnel with processing court paperwork in a timely manner.

Retrieve data using manual and electronic record keeping systems for background investigation requests. Review request documents for accuracy and completeness. Forward gathered data to police management.

Contact Facilities for emergency maintenance issues on campus. Prepare and complete appropriate work orders in compliance with District procedures, as needed.

Serve as a back-up for the distribution and receipt of District-issued keys from contractors and employees, as needed.

Process and distribute temporary parking permits. Provide options for paying citations online, via postal mail, or at the Cashier's Office.

Notify Sergeant of officer call outs. Contact off-duty campus officers as instructed by Sergeant to schedule shift coverage.

Perform other related duties as assigned.

## **JOB QUALIFICATIONS**

### Education and Experience:

High school diploma or equivalent **and** any one of the following:

1 year clerical experience with public contact; **or**

1 year police cadet experience with public contact; **or**

Completion of 30 units college coursework toward a major in administration of justice or related field.

### Licenses or Other Requirements:

Possession of a currently valid P.O.S.T. Public Safety Dispatch certificate or successful completion of the P.O.S.T. Public Safety Dispatcher course during the 12-month probationary period.

## **OTHER QUALIFICATIONS**

### Knowledge/Areas of Expertise:

Prior public safety dispatch experience desirable.

Standard radio and telephone communications receiving and transmitting equipment.

Standard broadcasting procedures and roles.

Operation of radio dispatching equipment and computer-aided dispatch/logging systems.

Basic computer knowledge.

Office practices, procedures, and equipment.

Record-keeping/filing techniques.

Telephone techniques and etiquette.

### Abilities/Skills:

Demonstrate excellent and courteous customer service skills.

Speak clearly and distinctly.

Exercise good judgment and make sound decisions in emergency situations.

Effectively communicate with and elicit information from upset and irate citizens.

Exercise independent judgment and work with a minimum of supervision.

Understand and follow oral and written instructions.

Handle multiple events effectively.

Operate a computer-aided dispatch center, computer systems, and other office equipment accurately to maintain routine records.

Establish and maintain cooperative and effective working relationship with others.

## **WORKING CONDITIONS**

Ability to function in an active and often hectic environment.

Dispatchers are required to work various shifts as assigned.

Operate a visual display terminal for an extended period of time.

Must be able to hear alarms and other auditory devices.

Long periods of sitting and standing.

Lift and carry up to 25 lbs.

Interaction with students, staff and the public.

The Police Department is a 24-hour-per-day, 7-days-a-week operation which requires rotating shift work (days, swing, or graveyard shifts, weekends and holidays). Dispatchers are subject to emergency call out.

## **EXTENDED CLOSING DATE: OPEN UNTIL FILLED**

**SALARY: Starting salary is \$5,307 per month** (Plus shift differential). Generally, new employees start at the first step on the salary schedule. Advanced salary placement may be considered on a case-by-case basis. Salary increases are granted on the first day of the month following each year of service, until Step F is reached (\$6,801 per month). Employees contribute 8% of their earnings toward the Public Employees Retirement System (PERS).

## **CONDITIONS OF EMPLOYMENT**

This is a full-time, twelve-month classified position subject to a probationary period. Candidate selected for employment must be willing to work nights, holidays, and other unusual hours.

Offer and acceptance of employment is subject to verification of all information provided on the employment application, credential(s), and transcripts. Candidates selected for employment must agree to be fingerprinted, submit Certificate of Completion of the Tuberculosis Risk Assessment and/or Examination, provide proof of eligibility for employment in the United States, and present a valid Social Security card upon hire.

## **BENEFIT HIGHLIGHTS**

### **Health, Life, Dental and Vision Insurance**

The College provides a diversified insured benefit program for all full-time employees, including medical, dental, vision and life insurance. Dependent medical, dental and vision insurance is available, toward which both the College and the employee contribute.

### **Sick Leave and Disability**

Paid sick leave is granted equal to one day for each month of service. Sick leave may be accumulated indefinitely. Rather than State Disability Insurance, limited sick leave benefits are available for days beyond the earned sick leave days and are paid at 50 percent.

### **Retirement**

Full-time employees contribute a percentage of their regular salary to the Public Employees Retirement System (PERS) and Social Security. Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.

## **TO APPLY**

An applicant must submit the following by the closing date:

1. Online application: <http://www.elcamino.edu/jobs>
2. Résumé including educational background, professional experience, and related personal development and accomplishments.

3. Pertinent transcripts as stated in the required qualifications. (Unofficial computer-generated academic records/transcripts must include the name of the institution and degrees awarded to be acceptable.) Multiple page transcripts must be loaded as **ONE** PDF document.
4. Valid P.O.S.T. Public Safety Dispatch certificate.

**Foreign Transcripts:** Transcripts issued outside the United States of America require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. For information on transcript evaluation services, please visit: <http://www.ctc.ca.gov/credentials/leaflets/cl635.pdf>.

Applicants with disabilities requiring special accommodations must contact the ADA Compliance Officer at least five (5) working days prior to the final filing date: [ADA Job Applicant Accommodation Request \(maxient.com\)](#)

**IMPORTANT NOTE:** Documents submitted or uploaded for a previous position cannot be reused for other positions. You must submit the required documents for each position you apply for by the closing date. Failure to do so will result in an incomplete application. Applications with an incomplete status will not receive consideration. **You may check the status of your application online.**

If you need assistance, you may call 310-660-3593 Ext. 3807 between the hours of 8:00 a.m. and 4:00 p.m., Monday through Friday or by email at [hr@elcamino.edu](mailto:hr@elcamino.edu).

Due to the large volume of calls received on closing dates, we highly recommend that you **do not** wait until the last day to apply so that we may assist you with questions or technical matters that may arise. Give yourself sufficient time to complete the profile, which may take 45 minutes or more. Positions close promptly at 3:00 p.m. PST (Pacific Standard Time).

## **FOR FURTHER INQUIRIES AND APPLICATION MATERIAL SUBMISSION, CONTACT:**

### **El Camino College**

#### **Human Resources**

Pamela Jones

310-660-3593, Ext. 3478

[pjones@elcamino.edu](mailto:pjones@elcamino.edu)

16007 Crenshaw Boulevard

Torrance, CA 90506

#### **JEANNE CLERY CAMPUS SAFETY ACT**

*In accordance with the Jeanne Clery Campus Safety Act, El Camino College has published an [Annual Security Report](#) and all required statistical data. This publication includes Clery crime statistics for the previous three years relevant to El Camino College classes and activities, in addition to institutional policies concerning campus safety and security. The information is also available in printed form in the lobby of the [Police Department](#) and in select locations on campus. Upon request, the Campus Police Department can provide paper copies of this publication. Contact them at 310-660-3100.*

#### **EL CAMINO COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER**

*The El Camino Community College District is committed to providing an educational and employment environment in which no person is subjected to discrimination on the basis of actual or perceived race, color, ancestry, national origin, religion, creed, age (over 40), disability (mental or physical), sex, gender (including pregnancy and childbirth), sexual orientation, gender identity, gender expression, medical condition, genetic information, marital status, military and veteran status, or retaliation; or on any other basis as required by state and federal law.*