



JOB TITLE: PUBLIC SAFETY DISPATCHER

Classification: Classified
Salary Range: 29

Retirement Type: PERS*
Revised/Board Approved: December 20, 2021

BASIC FUNCTION:

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 other emergency personnel; types, files, and performs a wide variety of clerical support duties for the Campus Police Department.

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 alarm 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: one 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.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.