



University Staff Position Description Form

Office of Human Resources

This description will be used as a basis for determining classification/skill level and will be maintained as an official record of the duties assigned to this position. Employee participation in the completion of this document is encouraged; however, the appointing authority and supervisor are accountable for establishing the assignment and ensuring the accuracy of this information.

FOR HUMAN RESOURCES USE ONLY:					
APPROVED CLASSIFICATION	CLASS CODE	EEO CAT	RANGE/ GRADE CODE	APP. BY C&C	DATE
Police Dispatcher I	8800	10	1	VC	9/27/2023

1. POSITION INFORMATION

Employee: _____ Department: Police Department

Current Classification: Police Dispatcher I Working Title: Police Dispatcher I

Time Base: F.T. P.T. _____ % Other HI FLSA Status: EX NE

Position Provides Lead Work Direction To:

Classification: _____	Qty: _____	FTE: _____
Classification: _____	Qty: _____	FTE: _____
Classification: _____	Qty: _____	FTE: _____

Name & Title of Work Lead (if any): Katerina Donato-Weinstein, Police Dispatcher II

Name & Title of Appropriate Administrator: Harvey Woo, Lieutenant

Name & Title of Dean/Manager (MPP): Chet Madison Jr., Chief of Police

2. PRIMARY ACTION BEING REQUESTED (Select One)

Job Posting: New Position Replacement Position, former incumbent: Erika Parodi & Sulamita Oliferchik

Update Position Description Only:

NOTE: An updated position description requires providing Employee with seven (7) days' advance notice. This updated position description must be endorsed by the Appropriate Administrator before being signed by the Employee. The Employee signs at least seven (7) days' prior to Effective Date.

Effective Date: _____

3. SIGNATURES

Signatures denote that this position description is an accurate statement of the duties and responsibilities assigned to this position. The person holding this position is considered a "mandated reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Employee: _____ Date: _____

Appropriate Administrator:  Date: Sep 28, 2023

Dean/Manager (MPP):  Date: Sep 28, 2023

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
Police Dispatcher I	Police Dispatcher I

4. MINIMUM QUALIFICATIONS

Please list only the Minimum Qualifications of the appropriate classification standards for this position. (Depending on the classification, this may be shown in the classification standards as Minimum Qualifications, Entry Qualifications, or Typical Qualifications. (Classification standards can be found at <https://www.calstate.edu/csu-system/careers/compensation/Pages/Classification-Standards.aspx>.)

Entry to the first level within this classification typically requires one year of verifiable experience using a switchboard and two-way radio communication system in a law enforcement or comparable agency within the last ten years and a high school diploma or equivalent. Essential entry qualifications require the ability to effectively use a phonetic alphabet, speak clearly and concisely, follow oral and written instructions, transfer information accurately, handle a wide range of interpersonal interactions effectively, and learn the use of applicable automated dispatch and law enforcement systems and databases.

Incumbents must have completed or be able to attend and successfully complete the Police Officers Standards and Training (P.O.S.T.) Dispatcher Course. Incumbents who, upon hire, do not possess a P.O.S.T. Dispatcher Certificate also will be required to pass a written test related to essential dispatching skills. Additionally, incumbents must successfully pass supplemental P.O.S.T. requirements for dispatchers such as a background check, physical and psychological examinations, drug testing, and related requirements.

5. KNOWLEDGE, SKILLS, ABILITIES, AND EXPERIENCE

Please list any knowledge, skills, abilities, and experience for this position.

Required: Must be comparable to the Minimum Qualifications, appropriate to the skill level of the position, and would allow an incumbent to satisfactorily perform the Essential Functions of the position.

Knowledge, Skills and Ability:

1. Ability to learn to operate computer-aided dispatch, telephone and radio broadcasting equipment
2. Ability to learn standard broadcasting rules and procedures
3. Ability to learn the campus street system and physical layout of Sacramento campus
4. Ability to exercise independent judgement and work with a minimum of supervision
5. Ability to use office equipment and software
6. Ability to effectively communicate with and elicit information via in-person, phone and/or other communications devices
7. Ability to take accurate notes and prepare concise reports using information from various sources
8. Ability to handle highly stressful situations, work under pressure and exercise good judgment in all situations
9. Ability to multi-task in a fast-paced work environment
10. Ability to analyze situations accurately and take effective action
11. Knowledge of English grammar, usage, spelling and punctuation
12. Ability to follow written and oral directions
13. Customer service skills, ability to remain calm and courteous while dealing with the public under stressful circumstances.
14. Commitment to maintaining a welcoming and inclusive work environment with diverse colleagues and constituents including faculty, students, staff, and members of the community.

Schedule Requirements:

- Ability to work irregular shifts, to include evenings, nights, weekends, and holidays

Conditions of Employment:

- Ability to pass background check

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
Police Dispatcher I	Police Dispatcher I

Preferred: List any desirable qualifications beyond the Minimum Qualifications and those that are Required that would enhance an incumbent's ability to perform the work of the position (e.g., additional years of experience, advanced education, certification and/or specialized training).

15. Experience working with customers or members of the public
16. Experience working in a fast-paced environment that requires multitasking while communicating with others
17. Experience working with radio transceivers, telephones, silent alarms, and emergency signaling devices
18. Experience functioning in emergency situations
19. Experience maintaining records or logs, including statistical data

6. POSITION SUMMARY

Provide a few short, specific statements, which outline the purpose of the job.

Under the direct supervision of the Lieutenant and lead work direction of the Police Dispatcher II, the Police Dispatcher I provides essential dispatch communications and records maintenance within the University Police Department. Incumbent is responsible for maintaining effective and efficient communications between Public Safety, campus police officers in the field, outside emergency and law enforcement agencies, and the public.

The incumbent is responsible for receiving, recording and dispatching general and emergency information quickly, clearly and accurately.

7. ESSENTIAL FUNCTIONS OF THE POSITION

Describe each major responsibility assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

% of Time	Frequency (daily, weekly, monthly, etc.)	Essential Functions Only (List in order of importance)
80%	DAILY	<p><u>DISPATCH COMMUNICATIONS</u></p> <ul style="list-style-type: none"> • Answer questions by telephone and in person, giving proper information regarding services and other personal inquiries from on and off campus; refers persons to the appropriate division or supervisor; takes messages for department personnel. • Receives information, complaints, requests and signals from variety of communications equipment such as radio transceivers, telephones, teletypes, silent alarms, and emergency signaling devices, and takes appropriate action in those of an emergency nature. • Operates department radio base station to contact officers and/or other personnel and other agencies in the field when required; operates department teletype when required; • Monitors emergency signaling devices (e.g. closed circuit television monitors) located throughout campus; • Operates and maintains department continuous radio/telephone tape recorder.
10%	DAILY	<p><u>ADMINISTRATIVE FUNCTIONS</u></p>

FOR HUMAN RESOURCES USE ONLY:	
APPROVED CLASSIFICATION	WORKING TITLE
Police Dispatcher I	Police Dispatcher I

		<ul style="list-style-type: none"> Assists in the receipt, processing, typing and final disposition of the many and varied documents peculiar to the operations of the University Police Department; Enters all essential information in the appropriate logs; Initiates and completes dispatch cards; indexes vital information from crime/ incident reports and dispatch cards; keeps files up-to-date and disposes of outdated files as needed. Accurately compiles, computes, and records data for monthly statistical reports, and types and distributes those reports to the appropriate agencies.
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8. MARGINAL FUNCTIONS OF THE POSITION

Describe each non-essential duty assigned to this position and indicate the percentage of time devoted to each function, as well as the frequency in which each function is performed.

Essential Functions and Marginal Functions should have a combined total of 100% of Time.

% of Time	Frequency (daily, weekly, monthly, etc.)	Marginal Functions Only (List in order of importance)
10%	D,M,W	<p><u>OTHER DUTIES ASSIGNED</u></p> <ul style="list-style-type: none"> Orients and gives on-the-job training to new dispatchers and students assistants. Other duties as may be assigned by the Director and/or his designated representative, including attendance at staff meetings or training sessions

9. ADDITIONAL INFORMATION

To enable appropriate classification determination, please elaborate on the information provided in the previous sections by completing the section below.

9a. Nature and Scope of Authority: Identify the kinds of decisions made, judgment required, freedom to act, and supervision received (i.e., direct or general). Also indicate if position acts as a lead or supervises others, and explain.

Day-to-day assignments are performed independently under general supervision once initial training is completed. Regular use of judgment and discretion is necessary to set priorities, assess the importance of information, and to react quickly and effectively. Established protocols and procedures are followed in most instances.

9b. Problem Solving: Types of problems encountered; issues, concerns addressed; types of problems incumbent required to refer to supervisor or others.

Dispatchers handle emergency and non-emergency calls, can range from medical aid calls, crimes in progress, suspicious circumstances, maintenance problems, citizen assist. The dispatcher makes the decision as to what necessary actions are to be taken, a supervisor is contacted for high priority type situations.

9c. Contacts On- and Off-Campus: Purpose and nature of working relationships with on- and off-campus contacts.

Purpose and nature to work with on and off campus entities is to utilize all available resources to assist the officers and campus community with whatever issue arises. Interaction requires tact and discretion.

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Police Dispatcher I	Police Dispatcher I

10. ADA REQUIREMENTS – MUST BE COMPLETED

To comply with the Americans with Disabilities Act (ADA) of 1990, which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental, and environmental conditions of the Essential Functions of the job (with or without a reasonable accommodation).

Use these codes to complete the section below: F (frequently), O (occasionally), N (not at all). Do not use “X.”

PHYSICAL		MENTAL		ENVIRONMENTAL	
F	Sit	F	Direct others	O	Is exposed to excessive noise
F	Stand	F	Concentrate	N	Is around moving machinery
F	Walk	F	Analyze	N	Is exposed to marked changes in temperature and/or humidity
F	Have mobility	F	Use reason/logic	N	Is exposed to dust, fumes, gases, radiation, microwave (circle)
F	Bend	F	Demonstrate recall	O	Drives motorized equipment
F	Climb	F	Make decisions	N	Works in confined quarters
F	Reach	F	Works rapidly	N	Works in high places
F	Kneel	F	Handle multiple tasks/priorities		Other:
O	Push/Pull	F	Tolerate variety		
F	Have gross hand coordination	F	Work with others		
F	Have fine hand coordination		Other:		
F	Hear with background noise				
F	Hear the spoken word				
F	Hear over a phone/other device				
F	See to read fine print				
F	See to read bold print				
F	See to accomplish a task				
F	Talk				
F	Communicate				
O	Lift: <u>25</u> lbs. max				
F	Carry: <u>25</u> lbs. max				
F	Operate equipment				
F	Perform keyboard entry				
	Other:				

11. FOR INFORMATION TECHNOLOGY POSITIONS ONLY

PROJECT COORDINATION/LEAD RESPONSIBILITIES

Describe on-going project coordination and/or lead responsibilities, if any, including the number and type of positions for which lead direction is provided. Any projects or accountabilities of a temporary nature must include duration of assignment.

TECHNOLOGY USAGE

Please list the type of computer and/or technology systems used by this position to perform the work, as well as the associated operating systems, software, and applications used.

Hardware Type	Software Applications Used
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APPROVED CLASSIFICATION	WORKING TITLE
Police Dispatcher I	Police Dispatcher I

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