



Position Description

California State University, Los Angeles

Human Resources Management

Police Dispatcher

Job Code Classification

Police Dispatcher

Working Title

University Police

Department

Lucia Gamez, Associate Director of Public Safety

Name/Title of Appropriate Administrator

Incumbent (HRM Use Only)

0827

Position Number

Enter text or press space bar to leave blank.

Name/Title of Lead or Supervisor

[Signature]

Classification/Compensation Manager Approval
(HRM Use Only)

- Position Description for New Position
- Updated Description of an Existing Position
- Request Classification Review of Existing Position

JOB SUMMARY: Provide a short narrative to be used on the promotional announcement.

Incumbent is responsible for maintaining effective and efficient communication between the University Law Enforcement Headquarters, University Police Officers, Parking Officers, other outside emergency, law enforcement agencies and the public. The incumbent receives and records information quickly and accurately from complaints, requests, and signals from a variety of communications equipment such as radio transceiver, 911 System, JDIC/CELTs terminal, telephones, University fire and burglar alarms, emergency signaling devices, and other telecommunication equipment. Incumbent must be able to react quickly and think clearly in emergency situations, evaluate information received, coordinating the proper action to take. Utilizes PC-based Computer Aided Dispatch (CAD) system to enter, dispatch work and the specialized knowledge and skills required to perform this work.

LIST REQUIRED AND/OR DESIRED QUALIFICATIONS.

A. **Requirements:** Ability and/or interest in working in a multicultural/multiethnic environment.

High school diploma or must have passed the General Education Development (GED) test with an overall score of 45 and a standard score of not less than 35 in any section of the test. Incumbent must have completed or be able to successfully complete the Peace Officer Standard and Training (P.O.S.T.) Dispatcher Course. Incumbent who, prior to hire, does not possess a POST Dispatch certificate will be required to pass a written test related to essential dispatching skills. Additionally, incumbent must successfully pass supplemental POST requirements for dispatcher such as a background check, physical and psychological examinations, drug testing, and related requirements. Ability and/or interest in working in a multi-ethnic environment.

B. **Desired Qualifications:**

Entry level within this classification typically required one year of verifiable experience using automated/computerized dispatch and police information systems and databases to input and receive data.

EMPLOYMENT CONDITIONS:

Full Time Part Time Positive Attendance

Work Schedule: (List days & hours) Varies

- Permanent
- Non-Tenurable (MPP)
- Temporary: If temporary, select Option A, B or C

Option A Appointment expires on or before Enter text or press space bar to leave blank.
Month/Day/Year

Option B Duration months

Option C 30-Day Appointment
 60-Day Appointment
 90-Day Appointment
 180-Day Appointment

Live Scan (HRM Use Only)

EDUCATIONAL/TECHNICAL BACKGROUND REQUIRED:

A. Certificates, license(s) or degree(s) required:

Certificate:

High school diploma or GED equivalent

License:

California Driver License

Degree/Major from an accredited college or university:

Criminal Justice or related

B. Machines, tools, equipment and motor vehicles used during job performance.

Computers, two-way radio, copy machine, fax machine, shredder, and telephones.

C. Working Conditions: Outline the specific physical, mental and environmental conditions/requirements associated with the essential functions of this position using the "Working Conditions Demand" Form.

MANDATED REPORTING: 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 Revised July 21, 2017 as a condition of employment. (HRM Use Only)

Limited Reporter

General Reporter

ESSENTIAL FUNCTIONS: According to EEOC regulations, essential functions are those job duties which must be performed by the employee with or without making a reasonable accommodation for a disability; they cannot be reassigned or restructured without changing the essence of the position, or seriously disrupting the operations of the unit. Estimate the percentage of time spent performing the functions, the skills and knowledge required, and the result or output expected. List the essential functions in descending order, beginning with most important.

% of Time	Essential Functions (Attach if Necessary)	Skills & Knowledge Required	Results/Outputs Expected
50%	Receive information, complaints, requests, and signals from a variety of communications equipment.	Ability to use radio transceiver, JDIC/CELTS terminal, telephones, university fire and burglar alarms, emergency signaling devices, other telecommunications, equipment; operates PC-based Computer Aided Dispatch System.	Efficient transmittal of information.
30%	Evaluated the information received and determine appropriate response.	Ability to exercise independent judgement in stressful situations.	Follow appropriate steps in Disseminating the information according to priority.
20%			

Maintain radio messages and general station activity log, prepare routine correspondence. Data entry into computerized dispatch/records system.

Ability to provide clear, concise, and effective written (typed), and verbal communication.

Timely, accurate completion of communications.

OTHER FUNCTIONS: These functions may be currently assigned to the position, if necessary, "reasonable" accommodation may be made by restructuring the work or reassigning the responsibilities to other staff.

Records functions related to proper processing of police reports, purging of information, and entry of information into appropriate computer systems/software, and other duties as assigned.

PURPOSE AND NATURE OF WORK RELATIONSHIPS: List and define the working relationships with people and/or entities on and off campus (other than the supervisor or persons supervised) with whom this employee interacts on a continuing basis, and how often these interactions occur, i.e., daily, monthly.

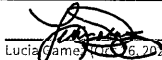
See attached

POSITIONS REPORTING DIRECTLY TO THIS POSITION: Indicate their title and hours per week (list on organizational chart).

Daily University faculty, staff, student and the general public. Provide emergency assistance, direction provide appropriate information. Dispatch appropriate personal via radio/telephone.
Daily Sworn and parking personnel. Disseminate appropriate or requested information, do requested computer checks, brief personnel.
Daily/weekly outside agencies. Coordinate outside agency emergency response (fire, medical, police, etc.).

SIGNATURES: The signatures of supervisor/administrator authorize the assigned duties and responsibilities. The signature of the incumbent indicates he/she has received a copy of this position description, has read it, and discussed it with the supervisor.

Incumbent


Lucia James (10/26/2023 17:58 PDT)

Date

10/26/2023

Lead or Supervisor



Date

10/27/2023

Dean/Department Head/Director



Date

10/27/2023

Appropriate Administrator (if different from above)

Date

WORKING CONDITIONS DEMAND FORM

A. Physical

How much on-the-job time is spent in the following physical activities? Show the amount of time by checking the appropriate boxes below.

	None	Under 1/3	1/3 to 2/3	Over 2/3
1. Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2. Walk	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Use hands to finger, handle, or feel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5. Reach with hands and arms	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6. Repetitive use of feet/hands	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Climb or balance	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Stoop, kneel, crouch, crawl	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Talk or hear	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
10. Taste or smell	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Test/Analyze	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Drive motor vehicles and operate equipment ..	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
13. Operate scientific equipment and machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

B. Weight

Does job require that weight be lifted or force exerted?

Yes No

Check the appropriate boxes. (In measures of time)

	None	Under 1/3	1/3 to 2/3	Over 2/3
1. Up to 10 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Up to 25 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Up to 50 lbs.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Up to 75 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Up to 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. More than 100 lbs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Attach addendum on the specific job duties that require the physical effort selected above.

C. Vision

Does this job have special vision requirements? Yes No

Check all that apply.

1. Close vision (clear vision at 20 inches or less)
2. Distance vision (clear vision at 20 feet or more)
3. Color vision (ability to identify and distinguish colors)
4. Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
5. Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
6. Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)
7. No special vision requirements.

D. Mental

Indicate the extent of mental effort required for the job.

Check the appropriate box. (In measures of time)

	None	Under 1/3	1/3 to 2/3	Over 2/3
1. Direct others	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Write	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3. Use math/calculations ...	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Work at various tempos	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Concentrate amid distractions	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Remember names	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Remember details	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
8. Make decisions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9. Work rapidly	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Examine/observe details	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Make notes on the specific job duties that require the mental effort selected above.

E. Environmental

How much exposure to the following environmental conditions does this job require? Show the amount of time by checking the appropriate boxes below.

	None	Under 1/3	1/3 to 2/3	Over 2/3
1. Wet or humid conditions (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Work near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Work in high, precarious places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Fumes or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Toxic or caustic chemicals	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Outdoor weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7. Extreme cold (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Extreme heat (non-weather)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Risk of electrical shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Work with explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

F. Noise

How much noise is typical for the work environment of this job?

Check the appropriate level below.

1. Very quiet (examples: forest trail, isolation booth for hearing test)
2. Quiet (examples: library, private office)
3. Moderate noise (examples: business office with computers and printers, light traffic)
4. Loud (examples: large earth-moving equipment)
5. Very loud (examples: jack hammer work, front row at concert)

Make notes on the specific job duties that are affected by the environmental conditions selected above.

University Police October 2023

