

# CALIFORNIA STATE UNIVERSITY, FRESNO

## Position Description Form

Employee Name: \_\_\_\_\_ Fresno State ID # \_\_\_\_\_  
Classification: Police Dispatcher I 12 mo Working Title: Police Dispatcher  
Prepared By (MPP/Chair): Marcy Gatzman Department: Police  
Bargaining Unit: 7 FLSA Status: Non-exempt Date Prepared: 2/2022

### POSITION DESCRIPTION

#### Overview:

The Police Dispatcher is a specialized classification within the Fresno State Police Department. The Police Dispatcher provides essential dispatch communications. Dispatchers are responsible for maintaining effective and efficient communications between the dispatch center, campus police officers, non-sworn department personnel, other university departments and personnel, outside emergency and law enforcement agencies, and the public. The Police Dispatcher also plays a vital role in records maintenance.

The Fresno State Police Department is operational 24 hours a day, year-round, to provide assistance and to serve the campus community.

We are comprised of two operational areas:

Patrol Operations is responsible for the department's law enforcement functions. Traffic Operations is responsible for the department's parking and traffic management functions. Fresno State Police Department's 27 sworn officers have full peace officer powers in the state of California. Fresno State Police Department employs 16 Community Service Specialists, 7 dispatchers, and 5 administrative support staff members. Per statute, Education Code Section 89560, the department's primary jurisdiction is university property and one mile beyond the campus property.

#### Major duties of the job include:

- Receiving and screening incoming emergency and public safety calls for service
- Communicating with campus law enforcement and non-sworn personnel using the police radio systems
- Operating other emergency communications equipment
- Entering and retrieving data for police reports, activity logs and criminal information
- Using multiple dispatching computer applications and equipment including but not limited to: computer-aided dispatching software, radio transceiver, 911 system, CLETS/NCIC terminal, telephones, university fire and burglar monitoring software, and emergency notification systems
- Processing police reports and preparing reports for UCR, Clery, and the District Attorney's Office
- Entering, researching, and retrieving information
- Maintaining radio messages and general station activity logs
- Preparing routine correspondence
- Providing technical work in various assignments
- Working independently, reacting quickly, and demonstrating good judgement and discretion in stressful situations
- Training and directing work of student assistants in the dispatch center.

#### Secondary Duties of the job include:

- Maintaining files and records, processing documents/records, providing assistance to customers and staff, and performing other related duties as assigned
- Working overtime for shift coverage and events as needed
- Training and directing the work of student assistants.

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### Supervisory Responsibility:

|  |                                      |
|--|--------------------------------------|
| Who Supervises this Position:  | Manager of Police Support Operations |
| Who is Responsible for completing the Performance Appraisal:                             | Manager of Police Support Operations |
| What other classifications does this position supervise or provide lead, work oversight: | Student Assistants                   |

### Minimum Requirements: Knowledge, Skills, and Abilities:

- Knowledge of current office methods, practices, and procedures
- Working knowledge of public safety-related agencies and the respective communication protocols
- Ability to:
  - Learn the use of applicable automated dispatch and law enforcement systems and databases
  - Effectively use a phonetic alphabet
  - Provide clear and concise verbal directions quickly and accurately
  - Apply effective listening, writing and oral skill and competence in interpreting and communicating procedures, policies, information, ideas, and instructions
  - Transfer information accurately, both verbally and in writing
  - Follow oral and written instructions
  - Use standard office automation software including word processing, email, and related software applications
  - Handle a wide range of interpersonal interactions effectively
  - Maintain composure in highly stressful situations or when dealing with difficult individuals
  - Maintain the confidentiality of sensitive information
  - Work effectively with faculty, students, and the general public staff from diverse ethnic, cultural and socio-economic backgrounds
- Work day, night, and weekend shifts
- Willingness and ability to work overtime for shift coverage and events as needed
- A history of regular attendance and positive performance evaluations
- Must have completed the Police Officers Standards and Training (POST) Dispatcher Course
- Must successfully pass a POST Dispatcher Background Check
- Must have a working knowledge of legal codes, requirements, and procedures for receiving complaints and calls for service, as well as dispatching officers and other public safety staff appropriately

### Education and Experience:

- High School Diploma or equivalent
- One (1) year of dispatching experience in a law enforcement or comparable agency within the last five (5) years

### Preferred Skills:

- Three (3) years of dispatching experience in a law enforcement or comparable agency within the last ten years

