

Employee Name:



San Diego State University

MPP / Staff Position Description

HUMAN RESOURCES USE ONLY

Conflict of Interest (COI) Designated: Yes No

Mandated Reporter: Limited General N/A

Review Date: 10/1/2024

MPP Positions Only

MPP Job Code:

Job Family:

Job Function:

Job Category:

Mandated Reporter Per CANRA YES NO

The person holding this position is considered a 'mandated reporter,' under the California Child Abuse and Neglect Reporting Act (CANRA) and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Please Note: A current and accurate signed Position Description is required for each MPP / Staff position and must be on file in the Center for Human Resources. After completion, the Position Description should be reviewed, signed and dated by the employee, the supervisor and the Center for Human Resources - Classification and Compensation.

Please check one: New Position Existing Position Update

Date:	September 26, 2024
Department & Division:	University Police, Business & Financial Affairs
Employee Name <i>(leave blank if vacant):</i>	
Current Classification & Grade:	Dispatcher, I
FLSA Status: <i>(exempt or non-exempt)</i>	Non-Exempt
Working Title:	Police Dispatcher
Position Number & Job Code:	10002640 & 8800
Working Title & Position Number of HEERA Designated Appropriate Administrator:	Chanin Harrison, Associate Director, Police Support Services 10000681

Employee Name:

I. FUNCTION OF THE EMPLOYING UNIT:

State the basic purpose of the Department/Unit in one brief paragraph. Include the division's DEI statement here.

Safety and security is coordinated by University Police, through a force of 42 sworn full-time police officers, 40 sworn part-time, and 25 non-sworn support employees. Our police officers are graduates of the California Peace Officers Standards Training Academy with full arrest powers throughout the state. They undergo continued training to upgrade their skills as well as first aid and CPR. University Police officers are armed. They conduct foot, vehicular and bicycle patrols on campus and in the adjacent community 24 hours a day. Officers are responsible for reporting and investigating crimes and traffic accidents, enforcing state laws and local ordinances, responding to medical emergencies and all other incidents requiring police assistance.

II. PURPOSE OF POSITION:

State the basic purpose of the position in one to three specific statements.

The Police Dispatcher is a specialized classification within police departments which provides essential dispatch communications and records maintenance. Dispatchers are responsible for maintaining effective and efficient communications between campus law enforcement headquarters, campus police officers in the field, outside emergency and law enforcement agencies, and the public. Incumbents in this position receive, record and dispatch general and emergency information quickly, clearly and accurately. Incumbents at this level perform standard dispatch duties which include receiving and screening incoming emergency and public safety calls and communicating with campus law enforcement staff using the police radio systems to dispatch accordingly. Work involves the use of automated/computerized dispatch and police information systems and databases to input and retrieve data. Incumbents are required to work independently, react quickly, and demonstrate good judgment and discretion in stressful situations.

Police Dispatcher is a civilian support position for the University Police Department. Under general supervision of a Lead Dispatcher and Associate Director of Police Support Services, dispatchers will perform a variety of specialized and technical support duties within the University Police Department's Emergency Communications Center (ECC). Duties may include, but are not limited to: radio dispatching for police officer, parking officers, and community service officers; answering 9-1-1, non-emergency and administrative phone lines; assisting patrons at a front lobby walk-up counter; providing tactical dispatching and scribing support for critical incidents; operating a computer aided dispatch (CAD) system; accessing and utilizing various law enforcement database systems; monitoring fire, CCTV and access control systems; assisting with public education and outreach programs; offering administrative or clerical support for other law enforcement related services.

III. CHANGES IN RESPONSIBILITIES:

- N/A

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IV. MAJOR RESPONSIBILITIES:

Clearly list the major responsibilities/essential functions in descending order from the most important to the least important. Indicate the approximate percentage of time spent in each (percentages should not be less than 5%). The percentage must total 100%.

Description of Responsibilities:	(%) Percent of Time
Monitor and use various in-house, regional, and county-wide radio communications systems via a radio computer console, portable two-way radio, mobile two-way radio, and satellite radio; actively monitor, listen to, and understand incoming radio traffic from a variety of channels; quickly, concisely, and clearly respond to officers on the radio; quickly and accurately document radio traffic information in the computer aided dispatch (CAD) system.	18%
Answer and process 9-1-1 phone calls; answer and process non-emergency and administrative phone calls; clearly and effectively communicate with reporting parties to obtain critical information needed to appropriately classify and prioritize calls for service; ascertain critical information in a timely manner to accurately refer and transfer callers to the appropriate law enforcement or emergency services company; accurately and efficiently document call information in the CAD system.	18%
Monitor fire, access control, and CCTV systems; analyze and accurately document system data into the CAD to ensure proper emergency service personnel respond in a timely manner; report any inaccurate information or system malfunctions.	18%
Field a variety of inquiries, concerns, complaints and miscellaneous requests in a courteous and professional manner; clearly and calmly communicate with patrons who may be under stress and/or distress; provide the highest possible level of customer support offering resources and assistance when applicable.	18%
Utilize a variety of law enforcement databases for police related inquiries and entries; knowledge of various laws, regulations, policies and procedures; the ability to appropriately apply this knowledge and interpretation to the proper classification of calls for service or database entries; maintain confidentiality of sensitive information.	18%
Other duties as assigned	10%
Total =100%	100%

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V. LEAD WORK DIRECTION OVER OTHERS:

List of individuals the incumbent supervises/leads. Indicate the type of supervision, whether direct (directly supervises the position and conducts performance evaluation) or general (acting in a lead capacity or assigning work).

Classification	Working Title	Type of work direction (Direct or General)
N/A		

VI. POSITION REQUIREMENTS:

A. List education and years of experience required that are based on the classification standards.

- 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.

B. Skills, knowledge, and abilities required for this position that are based on the classification standards

- Performance of standard dispatch communications duties involving receiving and relaying calls for assistance via telephone, radio or computer terminal; police department record-keeping and reporting functions; and related department support functions outlined in the core areas.
- 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. Incumbents are accountable for actions taken.
- Work involves regular, and often intense, contact with the campus community, general public, and campus and outside law enforcement and emergency agencies. Interaction requires tact and discretion.
- Working knowledge of legal codes, requirements, procedures and techniques for receiving complaints and calls for service and for dispatching and communicating with campus officers in the field.

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- Ability to effectively converse using police radio systems.
- Working knowledge of public safety-related agencies and the respective communication protocols.
- Achievement of the P.O.S.T. Dispatcher certificate.
- Working knowledge of and ability to use applicable computerized and automated dispatch and law enforcement systems and databases to enter, research and retrieve data as necessary.
- Ability to independently respond and act quickly, accurately evaluate information and situations, and make appropriate decisions in routine, non-routine and emergency situations.
- Working knowledge of geographical layout and ability to read maps and floor plans to provide directions to officers in the field.
- Ability to accurately interpret written policies, follow oral and written instructions, and transfer information.
- Ability to provide clear and concise verbal directions quickly and accurately.
- Ability to present and summarize information in a variety of written formats, using clear and concise language.
- Ability to establish and maintain effective working relationships, interact with all members of the campus community and general public, and maintain composure in highly stressful situations or when dealing with difficult individuals.
- Ability to maintain the confidentiality of sensitive information.

C. Specialized skills required for this position

- May be required and/or mandated to work on-call assignments, work past scheduled shifts, and work overtime with short notice; ability to work overnight shifts, rotating shifts, weekends, and holidays.
- Must have access to reliable transportation.

D. License and Certification Required (I.e., Driver's License and Grade, Certification, etc.)

- Proof of current and valid CA driver's license.
- Current typing certificate with a passing score of 70 WPM.

VII. PREFERRED QUALIFICATIONS:

- Possession of the CA P.O.S.T. Public Safety Dispatcher Basic Certificate.
- Successful completion of the P.O.S.T. certified Public Safety Dispatcher Basic Course (80 hours minimum) and/or completion of probation as a public safety dispatcher during previous employment.
- Currently employed as a dispatcher within an Emergency Communications Center.
- Bilingual skills are desirable.

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VIII. SIGNATURES:

The signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to the position. (Limited to 3 Signers as listed below)

Incumbent's Signature/Acknowledgment



Date

Oct 10, 2024

Appropriate Administrator Signature

Glenn Perez

Glenn Perez (Oct 8, 2024 11:15 PDT)

Date

Oct 8, 2024

Classification & Compensation Services

Date

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Attachment A

Complete for all positions

To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job, please complete the sections below.

Physical Summary: Choose one description out of the categories below that best describes this position.

Sedentary Work: Involves mainly sitting. Walking and standing are minimal. Lifting is limited to lightweight objects (10 pounds or less).

Light Work: Job involves some lifting of medium weight objects (10-20 pounds) and/or 10% -20% of the job involves standing or walking.

Medium Work: Job involves lifting heavy-weight objects (20-40 pounds) and/or 20%-40% of the job involves standing, squatting, kneeling, or walking. May require pushing or pulling objects within the weight limits.

Heavy Work: Job involves lifting more than 40 pounds. Approximately half of the incumbent's time will be spent walking, standing, squatting, kneeling, or climbing.

Use the codes below for each of the items which most accurately describe the extent of the specific activity performed in this position.

"C" = constantly or 6-8 hours per day

"O" = occasionally or up to 3 hours per day

"F" = frequently or 3-6 hours per day

"N" = never

Physical Requirements of the Position		Mental Requirements of the Position	
F	Bending (neck)	C	Reading & Comprehending
O	Bending (waist)	F	Writing
N	Climbing	O	Performing Calculations
N	Crawling	C	Communicating Orally
N	Kneeling	C	Reasoning & Analyzing
N	Pushing/Pulling	C	Decision Making
C	Sitting	C	Directing/Coordinating Others:
N	Squatting		Other:
O	Standing	Environmental Working Conditions	
F	Twisting (neck)	O	Exposure to variations in temperature/humidity
F	Twisting (waist)	N	Exposure to chemicals, gases, dust or fumes
O	Walking	O	Operates machinery or drives motorized equipment
C	Handling Objects	N	Exposure to bio-hazards
C	Manual dexterity	C	Working in normal office environment
O	Reach above/below shoulder	O	Working outside with various weather conditions
C	Using foot controls	C	Uses specialized equipment
	Other:		Other:

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Attachment B

Complete for all positions

Sensitive Position: For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the [CSU Background Check Policy](#).

Consideration for designation as a sensitive position per HR Technical Letter 2017-17		
1. Does this position have responsibility for the care, safety, and security of people (including children and minors), animals, and CSU property?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Sexual offender registry check for those who perform work involving regular or direct contact with minor children and those who are identified as mandated reporters of child abuse and neglect under Executive Order 1083 and California Penal Code §11165.7(a).
2. Does this position have access to and responsibility for detailed personally identifiable information about students, faculty, staff, or alumni that is protected, personal, or sensitive?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Access to Level Protected Level 1 Data: (i.e., Passwords, DOB, Credit Card Numbers, SSN's, Medical Data, Law Enforcement Records, etc.) - Link to or incorporate ICSUAM pages.
3. Does this position have access to student records?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	FERPA (Access to student education records)
4. Is the position responding for recording/reporting Clery Data?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Clery Act Basics
5. Does the position have access to protected health information?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	HIPAA
6. Will this position be an active/participating member of the SDSU Emergency Operations Team?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	EOC Member
7. Does this position have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Motor Vehicle Records/Licensing Check is required. CA Defensive Driver
8. Does the position influence or make decisions regarding real property, real property acquisitions and/or leaseholds, land use and/or development?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 1
9. Does the position influence or make decisions regarding the purchase of goods, service or construction work? Note: Having a procurement card is not qualifying if the individual is limited to making directed and supervised purchases from established vendors.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 2

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10. Does the position influence or make decisions regarding the investment of SDSU/CSU funds.	Yes No	COI CAT 5
11. Does the position influence or make decisions regarding the sale of campus goods, services, products, or commodities (including agricultural commodities), which are sold by the campus?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	COI CAT 6

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Attachment C

Complete for MPP Positions Only

Mental Effort:

Enter frequency of occurrence for all applicable activities using the following key:

1=Never Occurs 2=Seldom Occurs 3=Sometimes Occurs 4=Occurs Often 5=Almost Always Occurs

<u>Planning</u>		<u>Staffing</u>	
	Forecast		Define Roles
	Set Program Goals		Give Input to Position Descriptions
	Determine Budget Allocations		Determine Selection Criteria
	Establish, Implement, Revise Policies		Recruit/Interview/Select
			Orient Staff
<u>Organization</u>		<u>Employee Relations</u>	
	Describe Relationships Between Functions		Initiate Corrective Action
	Define Department/Divisional Structure		Authorize Formal Discipline
	Establish Priorities to Meet Goals		Administer Collective Bargaining Agreements
	Schedule Work for Employees		Prepares/Investigates Grievance Awards and Complaints
	Implement procedures		Formulates/Represents University Position for Formal Grievances/Complaints
	Determine work methods		
	Balance multiple tasks/projects		
<u>Direction/Leadership/Supervision</u>		<u>Performance Evaluations</u>	
	Educate		Determine Performance Standards
	Delegate		Authorize/Approve Awards
	Coordinate		Prepare Performance Evaluations
	Coach/Train/Develop		Observe/Follow-Up on a Daily Basis
	Recommend Formal Training		Correct Work/Behavior Problems
	Motivate		
	Instruct/Demonstrate		
	Schedule Staff/Readjust Schedule		
<u>Organization</u>		<u>Other</u>	
	Describe Relationships Between Functions		
	Define Department/Divisional Structure		
	Establish Priorities to Meet Goals		
	Schedule Work for Employees		
	Establish deadlines		
	Implement procedures		
	Determine work methods		
	Balance multiple tasks/projects		

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Attachment D

Department Organization Chart

Instruction: Please insert an image of your department's organization chart and highlight where this Position Description falls within the chart.
