



POSITION DESCRIPTION

Department: University Police Department
Working Title: Police Dispatcher
Job Code: 8800
Time Base: Hourly/Intermittent
Position Number:
Union / Unit (if applicable): CSUEU / Unit 7

Position Reports To: Chief of Police
Classification: Police Dispatcher
Range Code: 1
Exempt or Non-Exempt: Non-Exempt
Last Update: 10/18/2023
Worksite Options: On-site

PURPOSE OF POSITION:

The University Police Department is responsible for maintaining a safe and secure environment for the university community of Cal State San Marcos. The department provides a 24-hour communication center staffed by Police Dispatchers. Police Dispatcher performs initial caller interrogation to determine the appropriate level of service needed in emergency situations and allocates appropriate personnel and resources to incidents. The dispatcher initiates fire, medical emergency, and non-emergency responses and response is provided by allied agencies. The dispatcher reports to the Lieutenant and will be under the lead direction of the Police Sergeant.

MAJOR RESPONSIBILITIES:

	<u>% of Time</u>
1. Dispatch Communications	50%
2. Record Keeping	25%
3. Public Safety Support	25%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

1. Dispatch Communications

- a. Serve as a department representative for emergency and life safety requests for assistance.
- b. Determine appropriate personnel and resources to dispatch to incidents.
- c. Summarize information for broadcasting using clear, concise and appropriate language in an organized, complete and accurate manner.
- d. Operate an emergency telephone system and serve as the primary answer point.
- e. Answer and screen incoming calls to the police department, which involve conversing with crime victims, witnesses, and members of the public to elicit and record pertinent information.
- f. Dispatch police officers for crimes in progress, medical assistance, fires, and/or other emergencies.
- g. Call and contact fire and medical services.
- h. Take appropriate action for life threatening situations.
- i. Initiate appropriate action to contain and minimize emergencies.
- j. Contact Facility Services and/or Environmental Health and Safety in accordance with emergency protocol.
- k. Transmit and receive radio requests for or from department police officers and other law enforcement representatives.
- l. Answer and monitor campus emergency call boxes and elevator telephone lines.
- m. Answer business telephone lines.
- n. Handle service requests and incident reports.
- o. Handle and properly dispatch routine requests for services or assistance.
- p. Refer persons to appropriate resources such as counseling services, domestic violence support services or victim/witness assistance.
- q. Issue equipment to authorize campus safety/security individuals.
- r. Assist with requests to unlock or secure campus facilities.
- s. Coordinate the department's response to public inquiries and requests for services during routine business hours with the front counter.

- t. Use multi-line telephone and related features: holding, transferring, etc.
- u. Operate Closed Circuit Television Cameras (CCTV), Regional Communications System (RCS), Computer Aided Dispatch System (CAD), and SUN/CLETS/ARJIS computer databases.
- v. Operate police department and other emergency communications equipment to dispatch officer to call for service, critical incidents and emergencies, entering and retrieving data for police reports, activity logs and criminal information.
- w. Report equipment failures and malfunctions. Take appropriate action to resolve equipment failures and malfunctions.

2. Record Keeping

- a. Utilize dispatch and law enforcement systems and databases (both computerized and manual) to maintain department files and reports, entering, recording, researching, and retrieving information.
- b. Enter and retrieve federal, state, and local law enforcement records data for police officers.
- c. Obtain criminal history files and prepare information for police officers.
- d. Assist with processing departmental data and statistics.
- e. Process or update forms, logs, and lists as it relates to the communication operations.
- f. Record information for records and reports as required.
- g. Provide related clerical and/or administrative support to the department.

3. Public Safety Support

- a. Monitor and operate the campus Card Access and Fire Alarm System.
- b. Monitor and direct appropriate department response with accurate and necessary information.
- c. Unlock and lock doors from the access control/security computer.
- d. Monitor the fire control and alarm systems.
- e. Handle public complaint inquiries and requests for assistance in a courteous and efficient manner.
- f. Provide accurate information and initiate appropriate action.
- g. Provide support and assistance to the campus parking program and other safety and community service functions.
- h. Maintain a working knowledge of department operations, rules, regulations, and policies as it related to the communication center and dispatchers.
- i. Maintain a specific knowledge of department general orders that apply to communications centers and dispatchers.
- j. Follow the Department of Justice policies and procedures for criminal records and confidentiality.
- k. Follow the Department of Education policies and procedures for "Right to Know, Need to Know" requirements.
- l. Know the correct regulations and procedures for all law enforcement and criminal justice database systems.

PROVIDES LEAD DIRECTION OF OTHERS

N/A

REQUIREMENTS OF POSITION:

1. List education and experience required

- High school diploma or equivalent and one-year of professional experience using a switchboard, multi-line phone system or two-way radio communication system in a law enforcement or comparable agency.
- Valid California Driver's License.
- Must successfully pass a pre-employment written test related to essential dispatching skills, medical examination, drug screen and 10-year background investigation.
- Must successfully complete the Police Officers Standards and Training (P.O.S.T.) Dispatcher Course and test battery within one year of employment.
 - i. Exemption: Any candidate who has: (1) successfully complete the Public Safety Dispatcher's Basic Course or (2) passed the POST Basic Dispatcher Training Equivalency Examination during previous employment shall be exempt from the requirements.
- Preferences
 - i. Current work experience in a public safety agency.
 - ii. Possession of a current P.O.S.T. Public Safety Dispatcher certificate.

2. List knowledge, skills, and abilities required for this position.

- Ability to present, describe and summarize information orally using clear, concise and appropriate language in an organized manner and to derive the correct meaning from various types of information received orally (e.g. giving and understanding instructions, directions, descriptions, explanations, etc.).
- Working knowledge of legal codes, restrictions, and requirements; Procedures and techniques for receiving complaints and calls for service and for dispatching and communicating with field units; Information systems; Public safety-related agencies and field units/personnel; Agency rules and procedures; Equipment operating procedures.
- Working knowledge of personal computer operations systems including, but not limited to, Microsoft Windows and Microsoft Office programs such as Word, Excel, Powerpoint, and Outlook.
- Ability to learn applicable computerized automated dispatch programs, law enforcement software systems, and other databases to enter, research, and retrieve data as necessary.
- 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 confidential and sensitive information.
- Ability to apply knowledge and logic to solve problems, make decisions, and set priorities (e.g. interpreting rules and procedures to determine the appropriate action).
- Ability to retain and recall important details, facts, and other information regarding recent events, descriptions, instructions, directions, etc.
- Working knowledge of geographical layout and ability to read maps and floor plans to provide directions to officers in the field.
- Ability to demonstrate an awareness and appreciation of the cultural diversity of the University community, and establish and maintain cooperative and effective relations with University employees, students and the public.

3. List machines, tools, equipment, and motor vehicles used in the performance of the duties

- Personal computer and other standard office equipment
- Police radios and emergency communications equipment

4. Unique working conditions

5. Other Employment Requirements

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. General Reporter.

Must successfully meet and pass a pre-employment medical examination and drug screen.

This position is subject to a background check including, but not limited to, employment verification, education verification, reference checks and criminal record checks. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

Must participate in required campus trainings including, but not limited to, Data Security and FERPA training and CSU's Gender Equity and Title IX training.

PHYSICAL EFFORT:

Check the appropriate box for each of the following items which most accurately describes the extent of the specific activity performed by this employee daily.

PHYSICAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Sitting				x
2. Standing	x			
3. Walking	x			
4. Bending (neck)	x			
4. Bending (waist)	x			
6. Twisting (neck)	x			
7. Twisting (waist)	x			
8. Crawling	x			
9. Climbing	x			
10. Reaching (above shoulder)	x			
11. Reaching (below shoulder)	x			
12. Walking on uneven ground	x			
13. Crouching	x			
14. Kneeling	x			
15. Balancing	x			
16. Pushing or pulling	x			

17. Fine manipulation				x
18. Simple grasping	x			
19. Power grasping	x			
20. Lifting or carrying				
A. 10 lbs or less	x			
B. 11 to 25 lbs	x			
C. 26 to 50 lbs	x			
D. 51 to 75 lbs	x			
E. 76 to 100 lbs	x			
F. Over 100 lbs	x			
21. Keyboard use				x
22. Mouse use				x
23. Repetitive use of hands/arms		x		
24. Repetitive use of legs/feet	x			
25. Eye/hand coordination				x

- 26. Driving cars, trucks, forklifts and other equipment
- 27. Being around scientific equipment and machinery

Yes	No
	x
	x

MENTAL EFFORT

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Directing others		x		
2. Writing	x			
3. Using math/calculations	x			
4. Talking			x	
5. Working at various tempos			x	
6. Concentrating amid distractions			x	
7. Remembering names				x
8. Remembering details				x
9. Making decisions				x
10. Working rapidly	x			
11. Examining/observing details	x			
12. Discriminating colors	x			

ENVIRONMENTAL FACTORS

Number of hours/day
N/A 1-2 3-4 5-6 7+

1. Inside				x
2. Outside	x			
3. Humid	x			
4. Hazards	x			
5. High places	x			
6. Hot	x			
7. Cold	x			
8. Dry	x			
9. Wet	x			
10. Extreme change of temp	x			
11. Dirty/dusty	x			
12. Exposure to gas, fumes or chemicals	x			
13. Odors	x			
14. Noisy		x		
15. Working w/others				x
16. Working around others				x
17. Working alone			x	

SIGNATURES

The last sheet for any staff position description should contain the signature sheet. Signatures will include the incumbent's signature (if applicable) or new employee; the supervisor's signature and all pertinent administrative personnel.

Employee

Print Name: _____

Signature: _____

Date: _____

Appropriate Administrator (MPP)

Print Name: _____

Signature: _____

Date: _____

Dean/Department Head/Director/AVP (optional)

Print Name: _____

Signature: _____

Date: _____