

(PD-4632) Police Dispatcher I

PD No.:PD-4632

POSITION INFORMATION

Internal Team:* SL-Public Safety - 204000

Job Code/Employee Classification:* Police Dispatcher 12 Mo
Job Code: 8800

MPP Job Code:

Position Number: Police Dispatcher 12 Mo
Position no: SL-00012696

CSU Working Title:* Police Dispatcher I

Reports To:* Deputy Chief of Police

Campus:* San Luis Obispo

Division:* Administration and Finance

College/Program:* Public Safety

Department:* Public Safety - 204000

FLSA Status: Non-Exempt

POSITION DESIGNATION

Mandated Reporter:* General - The person holding this position is considered a general 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.

Conflict of Interest:* None

NCAA: Yes No

Is this a Sensitive Position?: Yes No

Job Summary/Basic Function:* The Communications and Records section dispatches university police and other public safety personnel, and operates as the primary campus public safety answering point, using an enhanced 9-1-1 telephone system. The 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. Fire and emergency medical response are initiated by the Police Dispatcher and are transferred to allied agencies. The Police Dispatcher offers pre-arrival patient-care instructions and performs other duties of emergency medical dispatch, using guidelines established by the appropriate Emergency Medical Services Agency. The Communications and Records section is also the central records repository for the University Police Department and the law enforcement-related portion of the Transportation & Parking Services section.

Minimum Qualifications:* Must possess a current P.O.S.T. Public Safety Dispatcher certificate within 1 year of employment (training costs covered by university).

One year experience using a switchboard and two-way radio communication system in a law enforcement or comparable organization within the last ten years.

High school diploma or equivalent.

Must be able to type 40 wpm.

Selected candidates must successfully pass a pre-employment background and fingerprinting check as well as a general medical examination, drug test, and hearing test.

Required Qualifications:

Thorough 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 (CJIS, CLETS, DMV, DOJ, CSAR, Cal-Photo, CCPOR, NCIC, NLETS, T2 Parking system, and local warrant CJIS system); public safety-related agencies and field units/personnel; agency rules and procedures; and equipment operating procedures.

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.). This includes competency in applying job-specific vocal and listening techniques.

Thorough 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 effectively converse using police radio systems.

Working knowledge of public safety-related agencies and the respective communication protocols.

Demonstrated 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 provide clear and concise verbal directions quickly and accurately.

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.

Thorough knowledge of record keeping laws and regulations for police departments.

Ability to handle multiple priorities and manage multiple situations while under duress.

Ability to analyze and address operational and procedural problems and recommend solutions.

Thorough knowledge of law enforcement and criminal history records security and maintenance, information release requirements and restrictions including Family Educational Rights and Privacy Act provisions, CLERY Act, Uniform Crime Reporting rules and procedures.

Ability to present, describe and summarize information in written form using clear, concise and appropriate language in an organized and timely manner (e.g. writing descriptions, instructions, explanations, etc.); and to derive the correct meaning from written materials.

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 to take in various situations). Ability to follow oral and written instructions and transfer information.

Ability to retain and recall important details, facts, and other information regarding recent events, descriptions, instructions, directions, etc.

Ability to both quickly and accurately compare and identify similarities and differences between pieces of information, and to combine and make sense of different pieces of information; the ability to concentrate on a task and not be distracted and to concentrate while performing a boring or monotonous tasks; and the ability to shift back and forth between two or more sources of information to perform two or more cognitive tasks at the same time.

Competency in performing learned manual tasks accurately, quickly and often simultaneously with other jobs (e.g. operating a keyboard to record information received orally while visually monitoring a telephone console or video display; and operating a radio console and other related equipment while talking or listening). Hearing ability that meets or exceeds standards established by POST guidelines (PC 13510(b)).

Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.

Demonstrated ability to maintain a high degree of confidentiality.

Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

Preferred Qualifications:

One year experience using a switchboard and/or two-way radio communication system in a law enforcement or comparable agency.

Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.

Special Conditions:

The work requires the ability to work overtime, weekends and holidays; rotating night, evening and day shifts; non-standard (8, 10 and 12-hour) shifts and flexible, non-standard workweeks per departmental staffing rules. May be called back periodically to perform work as needed on an emergency basis.

Ability to perform all job functions manually in the event of automated system failure, to address the time-critical nature of the essential job functions.

Bilateral dexterity sufficient to operate existing equipment and systems.

Must be willing to travel and attend training programs off-site for occasional professional development.

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.

Must be able to successfully pass a pre-employment background/fingerprint check, medical and psychological examination, drug test and hearing test.

This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).

License / Certification:

Must possess a current P.O.S.T. Public Safety Dispatcher certificate within 1 year of hire. Must have successfully completed, or be able to complete within one year of hire the P.O.S.T. Records Clerk Course.

Supervises Employees:*

Yes No

Job Duties

JOB DUTIES

% of time	Duties / Responsibilities	Essential / Marginal
10	<p>Determine what information, if any, should be provided to the public, other agencies, and the media.</p> <p>Advise citizens of appropriate actions to take in various emergency and non-emergency calls for service.</p> <p>Perform other job-related duties and special projects as assigned .</p> <p>Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.</p> <p>Complete mandated training hours per P.O.S.T. mandates.</p>	Marginal

90

Dispatching:

Essential

Determine appropriate personnel and resources to dispatch to incidents.

Summarize information for broadcasting using clear, concise and appropriate language in an organized, complete and accurate manner.

Communicate effectively with field units, verbally and in written form (e.g., broadcasting, receiving, and exchanging information).

Direct and coordinate appropriate field unit response.

Monitor, coordinate, and accurately update status information regarding field units and incidents; maintain records of officer status, locations and activities.

Use appropriate automated data bases (e.g., vehicle, criminal history, driver license, wants and warrants, stolen property, gun, and various specialized data bases) and reference materials (codes, wanted lists, directories, manuals, etc.) to obtain or accurately update information.

Initiate and coordinate allied agency response, when appropriate.

Use enhanced 9-1-1 telephone system and related equipment, radio broadcasting equipment, and/or computer-aided dispatch (CAD) system properly when receiving and dispatching calls for service.

Use Text-to-911 software for receiving and dispatching calls for service via text.

Monitor and operate on-campus fire, hold-up, panic, burglary and equipment alarm systems. Dispatch appropriate response.

Use established Emergency Medical Dispatch resources and guidelines; provide pre-arrival patient-care instructions as appropriate.

Knowledge of the local warrant system within CJIS and ability to inform field units of responses.

Call Taking:

Obtain complete, accurate and appropriate information from calling party.

Communicate effectively with various types of "difficult" callers (emotionally upset, abusive, nuisance, non-English speaking, TDD, intoxicated, mentally unstable, suicidal, speech-impaired, children, elderly).

Evaluate and properly classify initial complain/request information and determine what further action is necessary, if any.

Determine appropriate agency or referral for complaints and requests.

Determine appropriate response/dispatch priority for complaints and requests.

Summarize (in written form) incidents, descriptions and other information obtained from callers using clear, concise and appropriate language in an organized, complete and accurate manner.

Record Keeping and Administrative Functions:

Maintain department records and files.

Complete lost State key reports, boot reports, and lost permit reports per department procedure.

Prepare, distribute and route police reports internally for the approval process and externally to the courts, DA, or other allied agencies.

Maintain criminal history information audit documents.

Update department warrant and due diligence information.

Issue and record case report numbers; enter case information into automated database.

Prepare and distribute internal daily log to management.

.....

Compile and distribute Department of Justice-mandated statistical reports.

Monitor CLETS/NLETS and TRAK/Critical Reach systems (APB.net), copy and distribute received messages as required.

Research California Public Records Act, applicable case law, and other statutes/regulations relating to criminal records; independently determines whether to release information or deny request for records.

Accept and respond, in person, in writing, or by phone to requests for the release of police records.

Ensure police reports and records systems are maintained according to applicable laws and regulations including the CLERY Act and UCR reporting mandates.

Review status of reports and complete a spreadsheet for tracking report progress/status.

USERS AND APPROVALS

[Powered by PageUp](#)