



JOB TITLE: LEAD DISPATCHER

Classification: Classified
Salary Range: 27

Retirement Type: PERS*
Board Approved: January 18, 2011

BASIC FUNCTION:

Under the general supervision of the Chief of Police, serves as the lead over college-wide Campus Police Department Dispatch Communications/Records unit. Provides oversight, guidance and training to others and coordinates scheduling and shift coverage of dispatch clerks. Responsible for ensuring and maintaining the operational efficiency of a variety of computer, telephone and radio communications, and 911 systems, including coordination of maintenance and repairs and implementation of upgrades and enhancements. Compiles information and statistics to prepare and submit State, Federal and Cleary required reports. Participates in the work of a dispatcher as needed.

DISTINGUISHING CHARACTERISTICS:

The Lead Dispatcher leads and provides direction across all shifts of the Police Department Dispatch Communication/Records unit including 24/7 work scheduling, training and compliance and ensuring operational effectiveness of all police/dispatch communications equipment and systems and processes. The Dispatch Clerk, under the general direction of the Lead Dispatcher, is responsible for receiving and handling both routine and 911 calls, providing information and/or dispatching police personnel or other related agencies as appropriate and routine clerical and recordkeeping.

REPRESENTATIVE DUTIES:

Provide lead oversight and direction across all shifts of dispatch clerk personnel.

Coordinate training of new hires and existing dispatch personnel.

Coordinate the scheduling and shift coverage of dispatch personnel.

Coordinate maintenance, upgrades and enhancements to a wide variety of the police department's communications systems, including 911 to ensure proper operation.

Ensure compliance with all local, state and federal regulations for communication and record management to include retention and destruction, accuracy and safe storage of records, report requirements and retrieval.

Maintain files, records and statistics of the unit and ensure compliance with all local, state and federal regulations for record management to include retention and destruction.

Responsible for safe storage and retrieval of records.

Prepare reports, statistics and other information relating to the operation of the police department.

Serve as a dispatcher when needed or as directed during times of emergencies.

Handle complaints and inquiries from the public.

Dispatch police personnel and alert and request assistance as needed from public safety agencies.
Prepare reports and logs of unusual incidents, contact agencies involved with major emergency operations such as the County Fire Department, neighboring police agencies and various State agencies that deal with emergency and disaster operations.
Maintain contact with all units on assignments; maintain status and location of field units; enter, update, and retrieve information on wanted persons, stolen property, vehicle registration and other information from statewide computer networks; and perform a wide variety of clerical functions that support the overall operations of the Police Department.
Operate standard office machines including typewriter and computer video display terminal and keyboard (automated dispatch).
Prepare and maintain logs of incoming and outgoing calls.
Type police reports, incident reports and other materials; process file or duplicate as appropriate.
Perform other related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

High school diploma, or any combination of education and experience that provides equivalent knowledge, skills and abilities and three years public safety dispatcher/communications experience involving public contact.
Related college coursework desirable.
Possession of a currently valid P.O.S.T. Public Safety Dispatch certificate.
Experience in a college or higher educational environment desirable.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

State and federal laws, policies and regulations governing police communications to include, National Law Enforcement Telecommunications System (NLETS), California Law Enforcement Telecommunication System (CLETS).
Maintaining statistics and report preparation.
Standard radio and telephone communications receiving and transmitting equipment.
Standard broadcasting procedures and roles.
Operation of radio and computer aided dispatch systems.
Effective methods of lead and project supervision.
Effective methods of record keeping.
Basic computer knowledge.
Modern office practices, procedures, and equipment.
Record-keeping/filing techniques.
Telephone techniques and etiquette.

Abilities/Skills:

Demonstrate excellent customer service skills.
Speak clearly and distinctly.
Exercise good judgment and make sound decisions in emergency situations.
Effectively communicate with and elicit information from upset and irate citizens.
Exercise independent judgment and work with a minimum of supervision.

Understand and follow oral and written instructions.

Review and analyze processes, procedures and policies and make effective recommendations for change.

Handle multiple events effectively.

Operate a variety of equipment associated with the job, including automated dispatch equipment, computer, radio and recording equipment and office equipment.

Accurately maintain records.

Type 30 words net per minute from clear copy.

Establish and maintain cooperative and effective working relationship with others.

WORKING CONDITIONS:

Ability to function in an active and often hectic environment.

Dispatchers are required to work various shifts as assigned.

Operate a visual display terminal for an extended period of time.

Must be able to hear alarms and other auditory devices.

Long periods of sitting and standing.

Lift and carry up to 25 lbs.

Interaction with students, staff and the public.

The Police Department is a 24-hour-per-day, 7-days-a-week operation which requires rotating shift work (days, swing, or graveyard shifts, weekends and holidays). Dispatchers are subject to emergency call out.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.