



JOB TITLE: DISPATCH CLERK (POLICE DISPATCHER)

Classification: Classified
Salary Range: 25

Retirement Type: PERS*
Revised/Board Approved: March 15, 2021

BASIC FUNCTION:

Under the direction of the Chief of Police or Sergeant, operate computer, telephone and radio communications equipment to receive and record emergency calls and routine calls for service; provide information, dispatch police and emergency personnel; type, file, and perform a wide variety of clerical support duties in the Police Department.

REPRESENTATIVE DUTIES:

Receive emergency calls for service.

Handle complains and inquiries from the public.

Dispatch police personnel and alert and request assistance as needed from public safety agencies.

Operate a variety of communications equipment including telephone, two-way radio, and computer equipment.

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 typewriters 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 related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

High school diploma or equivalent and any one of the following: one year clerical experience with public contact; or 1 year police cadet experience with public contact; or completion of 30 units college coursework toward a major in administration of justice or related field.

Possession of a currently valid P.O.S.T. Public Safety Dispatch certificate or successful completion of the P.O.S.T. Public Safety Dispatcher course during the 12-month probationary period.

Prior public safety dispatch experience desirable.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Standard radio and telephone communications receiving and transmitting equipment.

Standard broadcasting procedures and roles.

Operation of common radio dispatching equipment.

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.

Handle multiple events effectively.

Operate a computer-aided dispatch center, computer systems, and other office equipment accurately to maintain routine records.

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.