

## SAN DIEGO UNIFIED SCHOOL DISTRICT

## POSITION DESCRIPTION

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<b>TITLE:</b>	Lead Police Dispatcher	<b>REPORTS TO:</b>	Assigned Supervisor
<b>DEPARTMENT:</b>	School Police Services	<b>CLASSIFICATION:</b>	Classified
<b>FLSA:</b>	Non-Exempt	<b>SALARY GRADE:</b>	026 School Police Services
<b>REVISED:</b>	July 14, 2006- <u>TBD</u>		

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**BASIC FUNCTION:**

Lead and direct the work of police dispatchers involved in receiving, evaluating, and acting upon emergency and non-emergency telephone and radio calls; dispatching and monitoring appropriate peace officer or district personnel; monitoring a variety of safety and security equipment; maintaining a variety of logs and records and troubleshooting equipment problems; operate a computer aided dispatch (CAD) system.

**REPRESENTATIVE DUTIES:** (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

**E = Essential Functions**

Act as a working lead for police dispatchers; develop and assign work schedules to provide continuous, 24-hour coverage of district safety and security equipment. **E**

Prepare or maintain plot plans of alarmed areas, operating schedules, and switch locations of alarmed sites and facilities. **E**

Monitor and manually operate automatic computerized alarm systems and a Computer Aided Dispatch system (CAD) to determine location and type of emergency. **E**

Operate and maintain various types of communication, alarm, and recording equipment including interpreting alarm equipment problems and coordinating repairs with the district maintenance department and telephone company. **E**

Assess alarm and other emergency or routine situations and notify appropriate district personnel or other agencies. **E**

Make and receive telephone and intercom calls with fire and police departments. **E**

Operate a voice radio console to maintain two-way communication with school police services personnel, district and contract bus carriers, district transportation, school sites and offices, various other district staff and outside law enforcement, and other agencies. **E**

Receive telephone calls from district employees and the general public reporting irregularities, incidents, and emergencies at schools and other district property and facilities and disseminate information. **E**

Dispatch and monitor vehicular and portable units. **E**

Assess and interpret display and printouts of alarm activity and take appropriate action including communicating regularly with site administrators and custodial staff regarding such activity. **E**

Coordinate routine and emergency situations with police and fire departments and other agencies. **E**

Obtain plot plan of alarmed areas; program information into the computerized alarm system. **E**

Maintain communication and statistical records of all criminal, alarm, and communications activities; program changes into operating software of computer to ensure proper display of information, flexibility with equipment selection, and for data reporting and retrieval. **E**

Prepare records and reports of departmental activities and maintain departmental files. **E**

Train and lead the work of assigned staff. **E**

Perform related duties as assigned.

**MINIMUM QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:**

Any combination of training, experience, and/or education equivalent to three years of recent, full-time or equivalent part-time, paid, civilian or military experience in radio dispatching, public emergency information systems, or law enforcement. Experience in a public safety Computer Aided Dispatch (CAD) radio communications department is highly desirable.

**LICENSES AND OTHER REQUIREMENTS:**

Pass a P.O.S.T. certified dispatcher test within one year of employment.

Typing/keyboarding certificate at a net, corrected speed of 30 words per minute.

Prior to appointment, applicants will be required to successfully pass a thorough background check, chemical substance and medical testing and psychological testing.

Criminal background checks shall be conducted on all personnel who have access to the computerized system, terminals, and/or stored criminal offender record information, pursuant to California Code of Regulations, Title 11, Division 1, Chapter 7, Article 1(a) Subsection 703(d) and Subsection 707(b). Background investigation includes pre-polygraph questionnaire, drug testing, and credit check.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Technical aspects of field of specialty.

Federal Communications Commission regulations governing the use of voice radio equipment.

San Diego City streets and thoroughfares.

Applicable penal, municipal, and health and safety codes.

Oral and written communication skills.

**ABILITY TO:**

Operate and maintain the computerized dispatch system and voice radio equipment.

Operate standard office equipment including microcomputers and related software applications.

Type/keyboard at a net, corrected speed of 30 words per minute.

Speak clearly and concisely.

Carry out verbal and written instructions.

Exercise good judgment and act independently and efficiently in emergency situations.

Maintain concise and accurate records.

Establish and maintain effective working relationships with others.

Read, apply, and explain rules, regulations, policies, and procedures.

Train and lead the work of assigned staff.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor, office setting.

**PHYSICAL REQUIREMENTS:**

Excellent hearing and speaking to exchange information; seeing to perform assigned duties; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects. Speech and hearing must be unimpaired.

NOTE: This job class requires shift work including evening, nights, holidays, and weekends.

Lead Dispatchers may be required to work beyond their scheduled shift where relief cannot be found.

**NOTE: The school police communications center operates 24 hours a day, seven days a week with varying shifts. For this reason, the lead dispatcher may be required to share on-call and standby responsibilities.”**

Job Code 8731

**Revised 07/14/06**

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