

SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

TITLE:	Police Dispatcher	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	School Police Services	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	SALARY GRADE:	022 School Police Services
REVISED:	February 16, 2011		

BASIC FUNCTION:

Receive, evaluate, and act upon emergency and non-emergency telephone and radio calls; dispatch and monitor appropriate peace officer or district personnel; monitor a variety of safety and security equipment; maintain a variety of logs and records using 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

Dispatch and monitor police officers, detectives, and community service officers for emergency and routine service calls. **E**

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

Exercise initiative and independent judgment in assessing alarm and other emergency or routine calls by coordinating requests, for dispatch, in order of importance and determining proper level of response for calls. **E**

Follow established district administrative procedures, departmental general orders, and unit specific operating procedures in the performance of assigned tasks. **E**

Serve as district-wide point of contact for after-hour emergency situations. **E**

Operate and maintain various types of safety and security equipment including communication and video surveillance systems. **E**

Maintain working knowledge of all codes (criminal, radio, vehicle, municipal, welfare and institution, education, penal, health and safety), district rules, policies, and procedures. **E**

Advise and assist police officers, detectives, and community service officers in resolving problems with calls for service; determine wanted status on suspects, runaway status on juveniles, registration and stolen information on vehicles and property. **E**

Advise and assist district staff and students in resolving routine issues, emergency situations, and personal issues including contacting outside law enforcement and other agencies, appropriate district staff, and parents. **E**

Coordinate and notify both on and off duty dispatchers of unexpected staffing shortages to ensure minimum staffing requirements are met. **E**

Communicate regularly with site administrators and custodial staff in researching alarm information. **E**

Maintain communication and statistical records of all 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**

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Three years of customer service experience in a demanding, fast-paced environment requiring multi-tasking and independent judgment skills or a combination of training, experience, and/or education equivalent to successful completion of the P.O.S.T. certified dispatcher basic academy. Recent, full-time or equivalent part-time, paid, civilian or military experience in radio dispatching, public emergency information systems, or law enforcement or experience in a public safety Computer Aided Dispatch (CAD) radio communication department is highly desirable.

LICENSES AND OTHER REQUIREMENTS:

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

Successfully complete training program with P.O.S.T. certificated Communications Training Officer (CTO) within 636 hours after beginning training program.

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

Successfully pass a computerized skills assessment test.

Prior to appointment, applicants will be required to successfully pass a thorough background check, polygraph exam, credit 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).

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Windows-based software applications.

Computer Aided Dispatch (CAD) system.

Automated computerized alarm systems.

Various types of safety and security equipment.

San Diego City streets and thoroughfares.

Applicable penal, municipal, and other governmental codes.

Oral and written communication skills.

State laws related to release of confidential information.

ABILITY TO:

Rapidly learn the operation and maintenance of computerized dispatch system, voice radio equipment, and Federal Communications Commission regulations governing the use of the voice radio equipment.

Operate standard office equipment including ~~micro~~computers and related software applications.

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

Learn and understand major thoroughfares and San Diego city streets using maps.

Speak clearly and concisely.

Assess calls for service while providing good customer service.

Act calmly, independently and efficiently in routine and emergency situations.

Exercise good judgment while performing multiple tasks under stress to remedy operational problems with minimum delay while protecting life and property.

Carry out verbal and written instructions.

Store and retrieve facts, details, and other information quickly and accurately.

Monitor and evaluate video surveillance systems.

Maintain concise and accurate records.

Establish and maintain effective working relationships with district staff, other agencies, and the general public.

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

WORKING CONDITIONS:

ENVIRONMENT:

Indoor, office setting.

PHYSICAL REQUIREMENTS:

Excellent hearing and speaking to exchange information clearly and concisely; seeing to perform assigned duties as required by P.O.S.T.; 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. Dispatchers may be required to work beyond their scheduled shift where relief cannot be found. The school police communications center operates 24 hours a day, seven days a week. This classification follows a compressed work-week schedule. Typically shifts are 8 to 12 hours per day, 2 to 4 days off per week.

Job Code 8730
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