GENERAL PURPOSE

Under general supervision, performs general duties related to the operation of a communications center involving incoming communications for emergency and non-emergency assistance; dispatches required equipment and personnel; receives and transmits teletypes for related computer systems; and operates a variety of communications equipment including radio, telephone, and computer systems; completes and maintains a variety of police records; and performs various clerical and related tasks as assigned.

DISTINGUISHING CHARACTERISTICS

This is a miscellaneous employee position in the Police Department and is distinguished from a police officer position because it is without peace officer powers. This position is governed by the rules and regulations of the Police Department. The Police Dispatcher/Clerk reports to the Records/Communication Supervisor and is functionally under the supervision of the Watch Commander.

ESSENTIAL FUNCTIONS

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Examples of key duties are interpreted as being descriptive and not restrictive in nature.

Duties:

Receives emergency and non-emergency calls for service, secures and records information as to location of incident; dispatches field units to emergency situations.

Determines nature and location of call; determines priority of calls and dispatches units accordingly; uses voice radio or other means of communication to dispatch appropriate personnel and equipment.

Receives and transfers, if necessary, 911 system emergency calls for service.

Maintains communication with field units, watch commanders, staff and support personnel; monitors voice radio and teletype system communication involving surrounding agencies.

Maintains a variety of police records including, but not limited to, radio logs, daily activity bulletins and case logs of sequentially numbered crime and incident reports occurring during a given time period.

Transmits and receives teletype information; responds to field personnel resource requests; dispatches necessary resources.
Assists members of the public appearing at the Police Department reception desk; provides assistance, information and direction to non-emergency callers.

Performs related duties as assigned.

**QUALIFICATIONS**
To perform this job successfully, an individual must be able to perform the essential duties satisfactorily. The following requirements are representative of the knowledge, skills and/or abilities required.

**Knowledge, Skills and Abilities:**

**Knowledge of**
Principles and procedures of recordkeeping, security and dissemination

Alphabetical filing systems, telephone etiquette, and common courtesies in dealing with the public and co-workers.

Proper use of English, spelling, grammar and punctuation.

Modern office procedures, methods and computer equipment, software, and its operation.

**Skills/Abilities**
Communicate clearly and distinctly using proper English pronunciation and grammar.

Learn and retain the geographic deployment of the police patrol units; analyze and interpret maps.

Analyze problems and rationally and calmly take appropriate action according to policies and procedures of the police department.

Establish priorities during emergency situations; react calmly and effectively to emergency situations.

Complete forms and record legibly in writing or printing; complete accurate and concise notes using proper English, grammar, and spelling; prepare narrative reports, perform mathematical calculations and sort and file documents.

Operate a variety of office equipment including a computer, teletype, portable radio, calculator, telephone and copy machine; type accurately at a speed necessary for successful job performance.

Understand and follow verbal and written instructions.

Respond to the public’s and staff’s requests for assistance both on the phone and in person.

Establish and maintain effective working relationships with those contacted in the course of work.

Must be willing to work weekends, holidays, and graveyard.

**Education and Experience:**
Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:
**Education**  
High School graduate (or substitute of G.E.D. or California Proficiency Certificate).

**Experience**  
One (1) year in a clerical position or previous dispatching experience.

**Licenses/Certificates**  
Possession of a valid California Class C driver’s license.

**Post Certification** – Within one year of appointment must obtain a POST Dispatcher Certificate

**Physical Demands and Work Environment:**

**Physical demands**  
The physical demands described are representative of those that must be met by an Employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. Essential and other important responsibilities and duties require maintaining physical condition necessary for sitting for prolonged periods of time restricted to immediate dispatch radio area; working closely with others; working long periods of time and irregular hours.

Employee must be able to see in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Employee must be able to hear in the normal audio range with or without correction.

**Work environment**  
Characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee generally works 100% indoors. Employee must be able to sit for up to two hours at a time and is seated in a docile position at a Police Dispatch Center environment; employee works with computers and dispatch radios; and must be able to perform full range of motion activities such as, but not limited to, walking, standing, Lifting (up to 15 pounds), or climbing while performing duties. Employee is exposed to noise, unusual fatigue factors, emergency and stressful situations and electrical energy. Due to the unpredictable nature of emergency work, an employee will be assigned to work various shifts, including evenings, weekend, and graveyard shifts and holidays. While performing the duties of this job, the work environment is generally in a temperature controlled office environment. Employee is required to wear a uniform.

Department: Police Department  
FLSA Status: Non-Exempt  
Revised: 7/1/13