



## Police Dispatch Clerk

Classified Range: 30

Board Approved: 11/18/21 P. 1|4

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

### **SUMMARY DESCRIPTION**

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Under the direction of the Chief of Police or Lieutenant, 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.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives limited direction from appropriate supervisor; refers only unusual decisions to supervisor. May provide technical and functional direction to assigned student workers.

### **REPRESENTATIVE DUTIES**

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*The following duties are typical for this classification.*

1. Handle front counter traffic. at the Police Department.
2. Receive emergency calls for service.
3. Handle complaints and inquiries from the public.
4. Operate a variety of communications equipment including telephone, two-way radio, and computer equipment.
5. 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.
6. 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.
7. Operate standard office machines including typewriters and computer video display terminal keyboard (automated dispatch).
8. Operate Live Scan fingerprint equipment.
9. Prepare and maintain logs of incoming and outgoing calls.
10. Type police reports, incident reports, and other materials; process file or duplicate as appropriate.
11. Performs other duties as related to the primary job duties.



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### **MINIMUM QUALIFICATIONS**

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*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **CORE COMPETENCIES:**

##### **Environmental Exposure Tolerance**

- Performing under physically demanding conditions
- Accepts and endures the necessity of working in unpleasant or physically demanding conditions
- Shows established adaptation and performance under unpleasant or physically demanding conditions

##### **Safety Focus**

- Showing vigilance and care in identifying and addressing health risks and safety hazards
- Maintains high level of conscientious safety practice

##### **General Physical Ability**

- Using strength, endurance, flexibility, balance and coordination
- Applying motor and perceptual abilities requiring no specific technique, training or conditioning

##### **Professional and Technical Expertise**

- Applying technical subject matter to the job \*\*
- Knows the rudimentary concepts of performing the essential technical operations

##### **Adaptability**

- Responding positively to change and modifying behavior as the situation requires\*\*
- Accept and adjust to changes and the unfamiliar

##### **Innovation**

- Imagining and devising new and better ways of doing things\*\*
- Fix what is broken; find solutions and fixes with resources at hand
- Finds new approaches to performing familiar tasks
- Create and invent new ideas; envision the unexpected, unexplored, untried\*\*

##### **Critical Thinking**

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step by step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions\*\*



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### **Informing**

- Proactively obtaining and sharing information

### **Mechanical Insight**

- Chooses the right tool for the job
- Applies principles of mechanical advantage to get the work done
- Follows step-by-step assembly procedures, troubleshooting guides, and simple diagrams

### **Customer Focus**

- Attending to the needs and expectations of customer
- Seeks information about the immediate and longer term needs of the customer
- Anticipates what the customer may want or expect in a product or service
- Works across organizational boundaries to meet customer needs \*\*

### **Attention to Detail**

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work\*\*
- Applies skilled final touches on products

### **Using Technology**

- Working with electronic hardware and software applications
- Using basic features and functions of software and hardware

### **Valuing Diversity**

- Shows acceptance of individual differences
- Welcomes input and inclusion of others who may be different from oneself
- Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination

*\*\*Lead, Advanced or Senior Level Positions*

### **Education and Experience Guidelines**

#### **Education/Training:**

High school diploma or any combination of education and experience that provides equivalent knowledge, skills, and abilities.

#### **Experience:**

One (1) year of clerical experience preferably involving extensive public contact.



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### **License or Certificate:**

Possession of a current valid P.O.S.T. Public Safety Dispatch certificate or successful completion of the P.O.S.T. Public Safety Dispatcher course within six months of the date of employment. In the case of a lateral transfer, the incumbent is required to successfully complete this training within six months from date of transfer.

Possession of a valid California driver's license.

### **Appointment to Dispatch Clerk position**

Appointment to position is contingent upon satisfactory completion of a background investigation by an independent investigator including, but not limited to, investigation of past employers, employment records, licenses, certifications, education, references, criminal and civil records, and consumer credit check. All applicants will be required to execute appropriate waivers and releases, answer questions, and be interviewed by investigator as a condition of employment.

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

Duties performed in an active and often hectic environment; dispatchers are required to work various shifts as needed; operate a visual display terminal for an extended period of time, must be able to hear alarms and other auditory devices; must be able to sit or stand for long periods of time, lift and carry up to 25 lbs. and constant 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.

**Environment:** Operate a visual display terminal for an extended period of time, must be able to hear alarms and other auditory devices.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand, walk or sit for prolonged periods of time; to stoop, bend, kneel, crouch, reach, and twist; to frequently lift, carry, push, and/or pull light to heavy amounts of weight up to 25 pounds with or without assistance; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

**Hearing:** Hear in the normal audio range with or without correction.