



POLICE SERVICES ASSISTANT/DISPATCHER

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Service/Maintenance	PEU Local 1	50	07/01/2017	Classified	1 of 3

DEFINITION

To receive and transmit routine and emergency telephone and voice radio messages; to coordinate the response of law enforcement and emergency personnel and equipment; and to provide administrative and clerical assistance to the department.

SUPERVISION RECEIVED AND EXERCISED

- Receives supervision from a departmental supervisor or manager.
- May receive technical or functional supervision from higher-level departmental personnel.
- May provide training and direction to student assistants or other assigned staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Receives emergency and routine calls from crime victims, witnesses and the general public requesting police, medical, or other assistance.
- Obtains sufficient information to determine the urgency, priority and coordination of emergency calls.
- Relays information and assistance requests involving other agencies.
- Dispatches police, fire, medical equipment, tow trucks and personnel in accordance with established procedures.
- Maintains contact with all field units; records and maintains status and location of police field units and other staff; monitors radio traffic of other agencies.
- Monitors emergency alarm panel; dispatches personnel to investigate suspicious alarm activations; conducts alarm and other equipment tests to ensure adequate functioning; reports malfunctions for repair.
- Answers multiple non-emergency lines and calls for assistance; provides routine information to the public; screens and directs calls to other staff.
- Listens to public citation complaints and concerns; reviews, prepares and process citation complaints in accordance with department procedure.
- Stocks and replenishes first aid kits throughout campus; maintains inventory.
- Contacts hospitals concerning student injuries; notifies local medical care providers of injured employees requiring medical attention.
- Composes crime activity synopses, school newspaper articles, original memoranda and other summaries related to the work of the department for distribution to the department head, campus publications and/or other District officials.
- Collects data from a variety of sources to develop and prepare complex statistical crime reports which are disseminated to the Department of Justice, FBI and other Federal and State agencies.
- Prepares and processes time reports for student assistants/police aides.



POLICE SERVICES ASSISTANT/DISPATCHER

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Service/Maintenance	PEU Local 1	50	07/01/2017	Classified	2 of 3

- Pays invoices; prepares and submits purchase orders, requisitions, confirming requisitions and accounts payable records.
- May assist in the development of the departmental budget; inputs budget data; monitors monthly budget printouts.
- Prepares paperwork for fund transfers.
- Performs a variety of record keeping, filing, indexing, copying, faxing and other general clerical work; assists in developing and maintaining new records procedures.
- May schedule daily work assignments for student assistants/police aides, or other assigned staff; may assign equipment; may provide functional and technical work direction; may train other staff to perform other clerical and dispatching tasks.
- Maintains lost-and-found property lockers; notifies owners of found property; releases property to owners; sends unclaimed property to charitable organizations; prepares and maintains records.
- Prepares written notices of night class cancellations for posting at various campus sites; posts changes to use of facilities to ensure doors are unlocked.
- Issues and records campus keys and parking permits issued to faculty and staff.
- Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

- Standard radio or telephone communications; receiving and transmitting equipment.
- Standard broadcasting procedures and rules.
- Modern software applications (Microsoft Office Suite, etc.).
- Recordkeeping techniques and practices.

Skill/Ability to:

- Effectively operate radio communications equipment and other office equipment.
- Rapidly and accurately take and record information obtained over the telephone and radio.
- Follow standard broadcasting procedures and rules.
- Speak clearly and calmly, enunciating words to be understood over the telephone, the police radio and other communications devices.
- Learn and apply a wide variety of codes for classifying crimes, traffic and parking violations.
- Perform mathematical computations related to the work assigned.
- Compose, prepare and edit a variety of written memoranda, reports, forms and related documents.
- Communicate effectively, both orally and in writing.
- Factually record statements and data concerning crimes, witnesses, suspects, and victims.
- Coordinate multiple tasks while working under pressure.
- Learn District locations and general locations.



POLICE SERVICES ASSISTANT/DISPATCHER

Class Code	OT Status	EEO Category	Represented Status	Salary Grade	Effective Date	Status	Pages
	Non-Exempt	Service/Maintenance	PEU Local 1	50	07/01/2017	Classified	3 of 3

- Analyze information obtained and adopt effective course of action using good judgment and following approved procedures.
- Establish and maintain cooperative work relationships with those contacted in the performance of required duties.
- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, race, ethnicity, gender identity, sexual orientation, age, mental or physical disability, and religious background of all students, faculty and staff, and with all individuals encountered in the performance of required duties.

EXPERIENCE AND TRAINING

- One (1) year of experience performing general dispatching duties, preferably in a high traffic police dispatching operation; and at least one year of experience performing responsible clerical tasks.

EDUCATION/LICENSE OR CERTIFICATE

- Possession of a high school diploma/GED or the equivalent.
- Successfully complete a thorough background investigation prior to appointment.
- Ability to meet and maintain all P.O.S.T. mandated training standards for police/safety dispatchers, within the first year of employment, including satisfactory completion of required training programs.

Adopted: 07/01/17