

**POLICE COMMUNICATION DISPATCHER**  
**Series Specification**  
**Police Communication Dispatcher**  
**Lead Police Communication Dispatcher**

**DEFINITION**

This series specification describes two classes assigned to operate computer, telephone and radio communications equipment to receive emergency calls and routine calls for service, to provide information, dispatch police and emergency personnel as appropriate under the supervision of an assigned supervisor/manager.

**LEVEL DESCRIPTIONS**

**Police Communication Dispatcher:** Under minimal oversight, incumbents serve as the primary dispatch support, performing a variety of complex duties within a framework of standard policies and operating procedures.

**Lead Police Communication Dispatcher:** Incumbent is an experienced Police Communication Dispatcher; under minimal oversight, incumbents work independently as the lead for three or more regular Police Communication Dispatchers.

**TYPICAL DUTIES**

**Both Levels:** Operate a variety of communications equipment, such as telephone, two-way radio and computer aided dispatch system; forward complaints as appropriate; answer inquiries regarding the District and surrounding areas, services available, and related District procedures; receive emergency calls for service and dispatches police, emergency personnel, or maintenance personnel; request assistance as needed from local public safety agencies; document all incoming calls and unusual incidents; maintain contact with all field units; check for outstanding warrants or prior offenses on suspects; review files, records, and other documents to respond to requests; maintain and update files for the department; assign report numbers; maintain crime statistics for Cleary Act and related reports; access information on stolen property, vehicle registration, and other information from statewide computer networks; perform a wide variety of clerical support duties carry out broadcasts; open and route incoming mail; maintain parking permits using database system; perform a wide variety of records functions such as process reports for the District Attorney's office, review citations for accuracy and process for the court, enter citations into the county wide database, file reports, conduct CAD searches for background checks, prepare letters to be sent to victims of stolen property or vehicles, and prepare Detention Certificates; perform related duties as assigned.

**Lead Police Communication Dispatcher:** Train, assign and oversee the work of three or more regular Police Communication Dispatchers.

## **QUALIFICATIONS**

### **EXPERIENCE**

**Police Communication Dispatcher:** Two years of work experience involving direct contact with the general public.

**Lead Police Communication Dispatcher:** Two years of experience as a Police Communication Dispatcher or equivalent.

One year of experience is equal to 12 months of experience at a maximum of 40 hours per week. Applicable part-time experience will be converted to the full-time equivalent for purposes of meeting the experience requirement.

### **EDUCATION**

**Both Levels:** Possession of currently valid P.O.S.T. Public Safety Dispatch certificate or successful completion of the P.O.S.T. Public Safety Dispatcher's course within one year of the date of hire. NOTE: One year of college level business and clerical course work may be substituted for one year of required experience.

One year of education is equal to 30 semester units.

### **SPECIAL REQUIREMENTS**

**Both Levels:** Any offer of employment is contingent upon the successful completion of a medical evaluation and complete background investigation.

### **KNOWLEDGE OF**

**Both Levels:** Applicable policies, procedures, and laws; applicable federal, state, and local laws and regulations; effective customer service; how to compose effective correspondence; the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar, and rules for letter and report writing; principles and practices of effective communication; how to train others to perform specific tasks; numbers, their operations, and interrelationships, including arithmetic at the level required to effectively perform the duties of the position; administrative and clerical procedures and systems, such as filing and recordkeeping techniques in a complex business environment, and other office procedures and terminology related to the position; use of technology to effectively perform responsibilities, including but not limited to standard radio and telephone communication receiving and transmitting equipment, word processing, and databases; standard broadcasting procedures and operation of radio dispatching and related equipment.

**Lead Police Communication Dispatcher:** Basic principles of leadership, oversight and training.

### **ABILITY TO**

**Both Levels:** Perform the essential functions of the position; sustain regular work attendance; work cooperatively and effectively with the public, students, faculty and staff; exercise initiative and mature judgment; interpret and apply applicable federal, state and local laws and regulations, District policies and regulations, and office processes and procedures; work as a member of a team; meet schedules and timelines; manage one's own time and the time of others; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; understand and effectively carry out oral and written directions; effectively communicate information and ideas orally and in writing based on the needs of the audience; read, write and perform mathematical calculations at the level required for successful job performance; be aware of others' reactions and adjust interpersonal skills accordingly; handle personal and private information with discretion; prepare routine correspondence independently; effectively learn and operate equipment and software related to the duties of the position; use of technology to effectively

perform responsibilities, including but not limited to, word processing, spreadsheets, databases and desktop publishing; adapt to changing technologies; work successfully with diverse populations; data enter at a speed proficient to complete the duties of the position in a timely manner; effectively communicate and elicit information from individuals in challenging situations; make sound decisions in emergency situations; analyze situations and adapt an effective course of action; handle multiple events effectively; work with a minimum of supervision operate a computer aided dispatch center; demonstrate excellent customer service skills; plan, direct, and perform difficult clerical assignments.

**Lead Police Communication Dispatcher:** Work with minimal direct supervision; effectively train, assign and oversee the work of others.

**TYPICAL EQUIPMENT USED (May include, but not limited to)**

Current office technologies including computers, printers, faxes, telephones and copiers; other equipment common to the field to which the position is assigned.