



TITLE	CLASSIFICATION	SALARY GRADE
POLICE DISPATCHER/RECORDS TECHNICIAN	CLASSIFIED	GRADE: M
BOARD POLICY REFERENCE: 2013/14 Classification Review		

JOB DESCRIPTION:

Under general supervision, receives emergency and routine calls for police, fire and medical assistance and dispatches necessary units; receives requests for information from field personnel regarding vehicle registration, driving records, probationary/parole status and warrant information, and provides pertinent data; obtains information through teletype from the California Law Enforcement Telecommunications System (CLETS); enters information into CLETS and relays information to other law enforcement agencies as needed; operates CCURE Security System; creates and updates events in a Computer Aided Dispatch (CAD) system; maintains crime report and other complex databases; maintains and distributes records in accordance with the Public Records Act; receives, takes inventory and controls property and evidence; provides customer service for heavy walk-in traffic; and performs a variety of general support duties related to the operation of a police communications center that functions 24 hours a day, 7 days a week; and performs related work as required.

SCOPE:

The Police Dispatcher/Records Technician receives calls for emergency assistance and dispatches necessary units; processes and maintains database records of pertinent information and evidence related to criminal cases; monitors the CCURE Security System to ensure security and dispatch of appropriate units.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Receives and processes emergency and non-emergency calls using a complex Computer Aided Dispatch system and other computer software and programs.
2. Determines nature and location of emergency; dispatches emergency units as needed and in accordance with established procedures.
3. Operates a variety of specialized communications equipment and technology, and monitors multiple local law enforcement radio frequencies.
4. Enters and extracts data for a variety of records using several complex systems and databases.
5. Completes final review of and submits crime reports; processes criminal documents and evidence requests.
6. Maintains automated electronic record systems (such as ARMS, CLETS, CAD, I/LEADS, ARF, etc.); records incident information, witness statements, reports filings and updates legal action taken in criminal cases; researches data and prepares reports for internal and external requests.
7. Interprets and applies laws regulating the control and release of criminal records; maintains criminal records in accordance with applicable regulations.
8. Represents the District at a variety of meetings, conferences and trainings.
9. Compiles, prepares and distributes Federal Student Right to Know Act (Clery Act) information.
10. Provides and receives confidential information to and from outside agencies such as, District Attorney's Office and Department of Justice, as appropriate.

KEY DUTIES AND RESPONSIBILITIES (Continued):

11. Operates Live Scan fingerprinting equipment.
12. Inputs information for CCURE building management systems including personnel access, timed lock schedules and badging clients.
13. Monitors parking permit machines and notifies staff if service or pick up for monetary fees is needed; runs reports for permit machine records.
14. Performs a variety of general clerical duties such as filing, indexing and record keeping, lost and found, cashiering and issuing parking permits.
15. Performs a variety of specific record keeping duties, such as the sealing, expunging and purging of confidential records based on applicable laws.
16. Provides courtroom testimony.
17. Provides timely reports of critical incidents to AlertU and Nixle emergency communications.
18. Serves as the DMV liaison for District driver clearances; maintains driver pull records.
19. Conducts background checks for other law enforcement agencies and private investigators.
20. Develops and updates a department web site.
21. May serve as lead worker to other Classified staff
22. Trains student and short-term, non-continuing employees.

EMPLOYMENT STANDARDS

ABILITY TO:

Enforce and apply all laws, rules and regulations; read, understand and interpret standard official legal documents; work effectively independently, and as a member of a multidisciplinary team; communicate effectively with people of diverse backgrounds and representatives of other agencies both in person and over the telephone; exercise independent and immediate judgment and discretion in analyzing and resolving problems; read, correct and prepare clear and concise reports; demonstrate sensitivity to, and respect for, a diverse population; simultaneously operate a variety of complex computer software and programs; continuously multitask; operate a vehicle in a safe manner; work effectively under stress in emergency situations; maintain cooperative working relationships; remain calm in emergency situations; convey and follow clear and concise communications and directions.

KNOWLEDGE OF:

Standard radio or telephone communications equipment; standard broadcasting procedures and rules; public safety classification codes law enforcement terminology; automated records management systems and alternative data processing applications; statistical management information systems as applied to law enforcement activities; the criminal justice system including the relationship of law enforcement agencies to the courts and the District Attorney's Office, and the processing of information through the criminal justice system; District policy and procedures and local geography; and detailed provisions of various California codes and laws, as well as other legal and case law updates.

EMPLOYMENT STANDARDS – Continued

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Graduation from high school and some relevant college coursework. Must satisfactorily complete the POST certified Public Safety Dispatchers Basic Course within 12 months of hire and the POST Basic Records Course within 24 months of hire.

Experience:

Previous experience in a dispatch center, parking and traffic control, radio communications or in public relations in a public safety capacity.

LICENSE OR CERTIFICATE:

Must possess a valid (Class C) California driver's license and an acceptable driving record. Ability to obtain current First Aid and CPR certification.

OTHER REQUIREMENTS:

Must satisfactorily complete a background investigation, which includes polygraph, a medical examination a psychological examination and POST Entry-Level Dispatcher Selection Test Battery. This is a pre-employment test that measures verbal ability, reasoning, memory and perceptual ability. The abilities measured by this test are identified in a statewide job analysis as being essential for successful performance of dispatcher abilities throughout California and are necessary for entry-level candidates to possess before hire.

Must be able to perform full range of motion activities, such as, but not limited to, constant repetitive motions, walking, standing, lifting (up to 50 lbs. unassisted), or climbing while performing duties.

Due to the unpredictable nature of public safety work, may be assigned to work various shifts, including evenings, weekend, and graveyard shifts and holidays. Occasional exposure to situations which may be dangerous or life threatening. Required to wear a uniform. Must be able to hear alarms and other auditory warning devices.

Must stay current with continuing professional training requirements for POST and related legal updates.