

**TITLE: Police Dispatcher/Records Technician**

**CLASSIFICATION: Classified**

**SALARY GRADE: C10**

**SCOPE OF POSITION:**

Under general direction, receives, triages, and processes emergency and routine calls from the public, District employees, and students requesting police or other emergency/non-emergency service. Maintains records in accordance with the Public Records Act and California Government Code. Prepares and submits criminal cases for review to the Sonoma County District Attorney's Office.

**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 routine calls from the public requesting police, fire, medical, or other emergency service. Determines services requested and prioritizes calls for service based on threat to life/personal safety and loss/damage of property.
2. Maintains automated electronic record systems. Researches data and prepares reports for internal and external requests and submissions to the District Attorney's Office.
3. Tracks the status and location of police units. Provides service to all District properties. Utilizes, updates, and records status and location utilizing computer dispatch system. Ensures the safety of department staff.
4. Monitors several police radio frequencies and operates a variety of communications equipment and technology.
5. Monitors information from the California Law Enforcement Telecommunications System (CLETS) and other highly confidential, computerized systems in accordance with Department of Justice and Commission on Peace Officer Standards and Training (POST).
6. Responds to requests for information/service from the community; provides appropriate information and/or refers to the proper resources.
7. Compiles, prepares and distributes Federal Student Right to Know Act (Clery Act) information.
8. Schedules and operates Live Scan fingerprinting equipment.
9. Provides support for CCURE building management systems.
10. Performs record keeping duties, including sealing, expunging and purging of confidential records based on applicable laws.
11. Provides courtroom testimony.
12. Provides timely reports of critical incidents to emergency notification systems.
13. Serves as the DMV liaison for District driver clearances; maintains driver pull records.
14. Trains student and short-term, non-continuing employees.

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### **KNOWLEDGE OF:**

1. Standard radio or telephone communications equipment.
2. Standard broadcasting procedures and rules.
3. Public safety classification codes law enforcement terminology.
4. Automated records management systems and alternative data processing applications.
5. Statistical management information systems as applied to law enforcement activities.
6. Criminal justice system including the relationship of law enforcement agencies to the courts and the District Attorney's Office.
7. Regional topography.
8. Relevant local, state, and federal laws, rules and regulations, policies and procedures.
9. Applicable technology usage, including standard office productivity software and other appropriate technology.

### **ABILITY TO:**

1. Apply all laws, rules, and regulations.
2. Understand and interpret standard official legal documents.
3. Prepare, review, and revise clear and concise reports.
4. Work effectively under stress in emergencies.
5. Collaborate productively and cooperatively with individuals and groups both internally and/or externally.
6. Communicate effectively, both orally and in writing.
7. Exercise appropriate judgement in interactions with others and with work processes.
8. Interact with the public in a helpful, courteous, and professional manner.
9. Demonstrate sensitivity to, and respect for, a diverse population.

### **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 the supervising administrators, in coordination with the department where the vacancy exists, if needed.)*

### **EDUCATION:**

High School Diploma or GED with some college level coursework required.

### **EXPERIENCE:**

1+ year of experience in providing public service required.

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### **OTHER REQUIREMENTS:**

- POST certified Public Safety Dispatchers Basic Course within 12 months of hire and the POST Basic Records Course within 24 months of hire.
- Ability to obtain current First Aid/CPR certification.
- This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and acceptable driving record.
- Must be able to perform full range of motion activities, such as, but not limited to, walking, standing, lifting (up to 50 lbs. unassisted), or climbing while performing duties.
- Required to work under inclement weather conditions.
- Due to the unpredictable nature of public safety work, may be assigned to work various shifts, including evenings, weekend, and graveyard shifts and holidays.
- Regular exposure to situations, which may be dangerous, or life threatening, including high traffic environments.
- Must be able to hear alarms and other auditory warning devices.
- Must be able to work safely in an environment requiring exposure to biological conditions that may be unhealthful or hazardous.
- Required to wear a uniform.
- 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 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.

### **SANTA ROSA JUNIOR COLLEGE COMMITMENT:**

*All classifications require a commitment to the District's Vision, Mission, Values, Goals and Objectives as articulated in the [Strategic Plan](#).*