

POLICE SERVICES ASSISTANT/DISPATCHER**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; to provide responsible administrative and secretarial assistance to the Police Chief and/or other high ranking department officials; may provide technical and functional work direction to other assigned staff, and to perform related duties as required.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Receive emergency and routine calls from crime victims, witnesses, and the general public requesting police, medical, or other assistance; obtain sufficient information to determine the immediacy and priority of the need, coordinate emergency calls; relay information and assistance requests involving other agencies. Dispatch police, fire, medical equipment, tow trucks, and personnel as required or provide other information as needed and in accordance with established procedures. Maintain contact with all field units; record and maintain status and location of police field units and other staff; monitor radio traffic of other agencies, run checks of license plates and driver's license information. Monitor emergency alarm panel; dispatch personnel to investigate suspicious alarm activations. Conduct alarm and other equipment tests to ensure adequate functioning; report malfunctions for repair. Answer multiple non-emergency lines and calls for assistance; provide routine information to the public; screen and direct calls to other staff. Listen to public citation complaints and concerns; review, type, and process citation complaints per department procedure. Administer basic first aid as necessary; order all supplies and Police Aide uniforms and jackets; stock and replenish first aid kits throughout campus; maintain inventory. Contact hospitals concerning student injuries; notify local medical care providers of injured employees requiring medical attention; process paperwork concerning employees' work-related injuries. Complete reports and maintain records of industrial illness or injuries; receive doctor's reports and work releases; route information concerning injuries and worker's compensation claims to Payroll supervisor, third party insurance administrator, investigators, and/or attorney as directed and according to procedures. Receive and distribute subpoenas to police personnel for court appearances; place officers and Police Aides on call standby for court; notify personnel if called to appear in court to testify. Tally officers' activity logs; input data from district-wide crime reports to automated records system. Compose 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. Schedule routine maintenance and repair of police vehicles; maintain records of maintenance and repairs performed. Open and route incoming mail; prepare and process time reports for Police Aides and students assistants. Pay invoices; prepare and submit purchase orders and requisitions and confirming requisitions, and accounts payable records. May assist in the development of the departmental budget; input budget data; monitor monthly budget printouts; gather, compile, and calculate budget and cost data; prepare paper work for fund transfers. Perform a variety of record keeping, filing, indexing, copying, faxing, and other general clerical work; assist in developing and maintaining new records procedures. May schedule daily work assignments for Police Aides, student assistants, 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. Perform matron duties; may be directed to work overtime and assist at special events or dances; use hand-held wand or other metal detecting devices to scan students and others in attendance at events. Maintain lost-and-found property lockers; notify owners of found property; release property to owners; send unclaimed property to charitable organizations; prepare and maintain records. Prepare written notices of night class cancellations for posting at various campus sites; post changes to use of facilities to ensure doors are unlocked. Issue and record campus keys and parking permits issued to faculty and staff; may cut keys as needed. Perform other related duties as required.

MINIMUM QUALIFICATIONS

EXPERIENCE AND TRAINING

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Experience:

One 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.

Training:

Equivalent to completion of the twelfth grade including or supplemented by specialized clerical course work.

License or Certificate

Possession of, or ability to obtain within 90 days, an American Red Cross first aid certificate including CPR training.

Knowledge of:

Standard radio or telephone communications receiving and transmitting equipment.

Standard broadcasting procedures and rules.

Modern office equipment, methods, and techniques including word processors, computer hardware, software, peripheral equipment, typewriter, facsimile machine and copier.

Department procedures and policies.

Correct English usage, spelling, punctuation, and grammar.

Skill to:

Successfully complete a thorough background investigation prior to appointment. Meet and maintain all P.O.S.T. mandated training standards for police/safety dispatchers including satisfactory completion of required training programs; adhere to P.O.S.T. Code of Ethics. Understand and follow both oral and written instructions. 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. Accurately type and/or input a variety of information at a speed necessary for adequate job performance using a typewriter, computer, or other word processing equipment. Gather, compile, and organize facts, costs, statistical, and crime data from a variety of sources; perform mathematical computations related to the work assigned. Compose, prepare, and edit a variety of written memoranda, reports, forms, and related documents using correct English, grammar, spelling, and punctuation. Communicate effectively orally in writing; obtain needed information from upset and irate citizens at a public service counter and over the telephone. Complete simple crime reports related to misdemeanor violations and "cold" reports as required; factually record statements and data concerning crimes, witnesses, suspects, and victims. Establish and maintain effective relationships with those contacted in the course of work. Coordinate multiple tasks while working under pressure. Exercise initiative in prioritizing work tasks; work independently with minimal supervision. Operate a radio dispatch system quickly and effectively; analyze information obtained and adopt effective course of action using good judgment and following approved procedures.

REPORTING RELATIONSHIP

This position reports directly to the Police Services Lieutenant.