



Police Dispatcher/Records Clerk

Department/Division:	Police/Support Services
Reports To:	Support Services Supervisor
Provides Direction To:	Police Cadets assigned to Records Division
Exemption Status:	Non-Exempt
Date Prepared:	January 12, 2007

GENERAL PURPOSE

Under general supervision, receives incoming calls for police assistance and dispatches necessary units; performs a variety of general support duties related to communication activities, including record keeping, typing, and filing; monitors alarm systems and teletype communications; performs a wide variety of general clerical and data entry duties required to process and maintain police department records; receives incoming telephone calls; assists the public and police personnel by providing accurate factual information; handles public counter work including vehicle and records releases and completion of some police reports; performs other related duties as assigned.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.

1. Receives 911 emergency calls from the public for police emergency services, evaluates information to determine location of the emergency and the appropriate personnel and equipment needed to respond.
2. Dispatches emergency units on the computer aided dispatch system (CAD) as necessary per established procedures.
3. Maintains contact with all units on assignment to determine status and location.
4. Communicates with callers to determine continuing disposition of calls, provide assistance and explain response procedures.
5. Contacts County and emergency management network agencies to provide information and coordinate call responses.
6. Operates a variety of telecommunications and computer equipment.
7. Answers non-emergency calls for assistance, screens calls and routes calls to appropriate person or office.

ESSENTIAL FUNCTIONS (continued)

8. Enters, updates and retrieves police related data from computer and teletype networks and inputs a daily log of all calls field units were dispatched to or initiated.
9. Processes, types, transcribes, files, records and retrieves a wide variety of police records, reports, forms, memos, letters, complaints and court documents involving information of a confidential nature.
10. Assembles and types material from transcribing equipment or tapes, rough drafts, and verbal instructions; corrects errors in grammar, punctuation and spelling.
11. Files various types of documents, records and reports by alphabetical, numerical, and subject matter classification.
12. Operates computer terminal, teletype, and radio unit to obtain or extract pertinent data.
13. Assists sworn field personnel by searching records and requesting information from other law enforcement agencies in conjunction with field investigations being carried on by department personnel.
14. Handles public counter assignments including vehicle and records releases, acceptance of restraining order and custody violation reports.
15. Completes low priority police reports including lost and found, petty theft, custody violations, obscene telephone calls and others per department procedures,
16. Notifies appropriate coordinating agencies such as Fire, Public Works and other government and non-government entities for response to various adverse incidents.
17. Responds to questions, complaints, and requests from the public in accordance with departmental procedures.
18. Compiles, tabulates, records, types, and checks statistical data and prepare related reports.
19. Works evenings, weekends, and holidays, as required.

QUALIFICATIONS GUIDELINES

Knowledge of:

Laws, codes, regulations, policies, and department procedures governing dispatching public safety dispatching, including radio, computer and telephone communications, and associated receiving and transmitting equipment; laws, codes, regulations, and laws governing police records management and the protection of confidential records; modern police records office procedures, equipment and techniques including principles of records keeping and automated information systems; correct English usage, spelling, grammar, and punctuation; modern office procedures, methods and equipment; ability to learn portions of the California Penal Code, Health and Safety Code, Motor Vehicle Code, Welfare Institutions Code, and Business and Professions Code and procedures and techniques for dealing with the public tactfully.

Ability to:

Exercise judgment in determining priority of calls and unit assignments in order to dispatch police and fire units quickly and effectively; effectively communicate with and elicit information from upset and/or irate citizens and remain calm in receiving urgent calls, obtaining and reciting facts and details, and providing instructions within emergency situations; accurately and simultaneously monitor the status of multiple calls and units; simultaneously operate a variety of telecommunications and computer equipment such as the computer aided dispatch (CAD) system, personal computers, telephones, radio transmitters, teletype equipment, logging recorder, and facsimile machines; type at the net rate of 45 words per minute; access extensive reference manuals/materials to obtain accurate information; determine applicable agency or department to assist public if issue is not under department jurisdiction; spell correctly; learn and apply police records management practices and procedures; understand and carry out oral and written directions; establish and maintain effective working relationships with a broad range of callers, internal staff and public safety dispatchers from other law enforcement agencies, and the general public.

Licenses; Certificates; Special Requirements:

Ability to successfully pass the POST Public Safety Dispatcher's Basic Course or the POST Basic Dispatcher Training Equivalency Examination, and obtain Emergency Medical Dispatch Certification; complete required annual POST training; work various shifts as assigned.

Education/Training/Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and completion of specialized clerical courses; one year of heavy telephone, public contact, or dispatch experience and ability to learn the geography and location of streets, landmarks and public and private facilities in and around the City of Placentia.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to frequently sit, stand, reach, lean, twist, turn, grasp, feel, lift, push, pull, bend, kneel and sit for prolonged periods of time. Manipulate feet to operate radio microphone or console equipment. Input information into computer for prolonged periods of time. Hear and talk with the general public, law enforcement personnel, and City staff on the telephone, radio communications equipment, and in person. Hear and detect radio traffic, ringing telephones, and alarm tones while speaking on radio communications equipment or on the telephone. Read computer display monitors and distinguish colors on computer display monitors. Read and understand technical manuals related to communications equipment, as well as reports, contracts, correspondence, memos and other written materials. The employee is exposed to continual background noise, static and noise from radio communications equipment, telecommunications equipment, and other office equipment. The position requires close vision, color vision, and the ability to adjust focus.

Mental Demands

While performing the duties of this class, the employee must be able to use written and oral communication skills; read and interpret data, information and documents; interpret policies and procedures; use math and mathematical reasoning; learn and apply new information or new skills; work under deadlines with constant interruptions; and interact with upset callers, including victims and witnesses in emergency situations, reporting potential crimes and requesting emergency care, as well as City staff, law enforcement personnel and the general public in handling non-emergency calls.

WORK ENVIRONMENT

The employee regularly works in an office environment; the noise level is moderately quiet although loud at time given the need to monitor multiple frequencies and communications by radio, telephone, and communications console. The employee must monitor communications console, alarms, and security cameras on a continuing basis.