



# **POLICE DISPATCHER/ RECORDS SPECIALIST**

## **DEFINITION:**

The principal function of an employee in this classification is to receive Emergency and non-emergency calls and to dispatch personnel following prescribed procedures; perform a full range of clerical and customer service duties involved in the maintenance, processing, and distribution of Police records; performs directly related work as required.

## **DISTINGUISHING CHARACTERISTICS:**

The principal function of an employee in this class is to receive and dispatch calls for emergency and non-emergency services and to perform the full range of clerical and customer service duties involved in the maintenance, processing, and distribution of Police records. The work is performed under the supervision and direction of an assigned supervisor, but considerable leeway is granted for the exercise of independent judgement and initiative. The nature of the work performed requires an employee in this class to establish and maintain effective working relationships with all others contacted in the course of work. The principal duties of this class are performed in a police department environment with possible exposure to criminal offenders, mentally ill individuals, and persons infected with communicable diseases.

## **EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

- ▶ Receives emergency service calls, including determining nature and location of emergency and prioritizing calls for service prior to dispatching emergency units;
- ▶ Dispatches emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency calls and sending appropriate response units;
- ▶ Maintains contact with all field units, including accounting for location and status of all units and maintaining records of all field calls;
- ▶ Enters a variety of records into CLETS database, including stolen vehicles, guns, property, and wanted or missing persons;
- ▶ Runs warrant checks on subjects, registration checks on vehicles, and relays information to personnel in the field;
- ▶ Contacts public and private agencies, and requests mutual assistance, including other law enforcement agencies, hospitals, towing services, and utilities;

- ▶ May be required to testify in criminal and civil court;
- ▶ Performs a variety of customer services functions applicable to records release and maintenance, including receiving, responding to, and entering requests for police reports and safekeeping of property, collecting fees, and screening and forwarding telephone calls;
- ▶ Maintains and updates records according to established policies and procedures, including indexing a wide variety of violations and notifications, tracking and filing reports, and redacting confidential information when required;
- ▶ Provides general information regarding department policies, procedures, and regulations, including responding appropriately to complaints, requests for information, and requests for service in person and by telephone, and coordinating work with other City departments;
- ▶ Performs a variety of reception and clerical duties, including preparing and balancing cash receipts, distributing incoming mail, receiving and processing payments or notices of non-payment, processing restraining orders, transcribing taped statements by officers, witnesses, suspects, and victims; sorting, filing, copying, and distributing a variety of documents; maintains a variety of filing systems;
- ▶ Responsible for collecting and preparing documents for arrests and citations; forwarding documents to appropriate agencies; indexing a wide variety of violations and notifications; compiling and distributing complaints, booking information, fingerprint cards, photographs, and other law enforcement reports;
- ▶ Receives, records, and distributes service subpoenas, including receiving information for cancellation of court appearance, tracking subpoenas to ensure they have been served or canceled, and replying to court as needed;
- ▶ Processes parking citations, revenue, and arbitrations, including verifying accuracy of information, collecting daily revenue, issuing payment receipts, sending delinquent accounts to collections, and updating citation status in computer database;
- ▶ Indexes all traffic violation citations/reports and enters them into applicable computer systems;
- ▶ Maintains and balances a cash drawer, including recording monies received to the appropriate fund(s); preparing paperwork for processing of checks for overpayments, and for collection on returned checks;
- ▶ Keeps immediate supervisor and designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- ▶ Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices and new developments in assigned work areas;
- ▶ Responds to questions and comments in a courteous and timely manner;
- ▶ Communicates and coordinates regularly with others to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- ▶ Performs other directly related duties consistent with the role and function of the classification.

## **QUALIFICATIONS**

### **Substantial Knowledge Of:**

- Applicable Sonora Police Department and City of Sonora codes, policies, and procedures, including the California Vehicle Code, Penal Code, Welfare and Institutions Code, Health and Welfare Code, and the City of Sonora Municipal Code;
- Applicable processes of record management and retrieval;
- Modern office methods, practices, and procedures.

### **Ability To:**

- Work independently with minimal supervision;
- Sit for extended periods of time as required;
- Maintain professionalism in radio transmissions and public relations during emergency and difficult situations;
- Efficiently operate all required public safety telecommunications equipment;
- Type at a speed which allows for successful job performance;
- Exercise sound, independent judgement;
- Speak clearly and concisely;
- Communicate effectively with others, both orally and in writing, using both technical and non-technical language;
- Understand and follow oral and/or written policies, procedures, and instructions;
- Prepare and present accurate and reliable reports containing findings and recommendations;
- Interpret and apply laws, codes, policies, and procedures related to the processing of law enforcement documents;
- Maintain complete and accurate records and files;
- Work with individuals from a variety of socioeconomic backgrounds;
- Perform a full range of specialized public safety clerical work with minimal supervision;
- Accurately balance a cash drawer;
- Operate a personal computer using standard or customized software applications appropriate to assigned tasks;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
- Exercise integrity, ingenuity, and inventiveness in the performance of assigned tasks.

### **Education/Experience:**

- High School diploma or GED.
- A minimum of one year experience with multi-line telephone or two-way radio operations, and significant public contact.

**Required Special Qualifications:**

- Possess a California P.O.S.T. Basic Public Safety Dispatcher Academy Certificate.
- Possess a valid First-Aid and CPR Card.
- Successful completion of NIMS 100, 200, 700 training.
- Possess a valid Class C California State Driver's license.

**WORKING CONDITIONS:**

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, to enable the employee to communicate effectively;
- Sufficient vision or other powers of observation, with or without reasonable accommodation, to enable the employee to review a wide variety of materials in electronic or hard copy form;
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to operate a personal computer, telephone, and other related equipment;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to safely lift, move, or maneuver whatever may be necessary to successfully perform the duties of their position;
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, to enable the employee to efficiently function in an extremely stressful environment, often involving life or death situations.