



FEBRUARY 2017
FLSA: NON-EXEMPT

POLICE DISPATCHER / RECORDS SPECIALIST I/II

DEFINITION

Under direct or general supervision, receives police and emergency calls, and dispatches Police personnel following prescribed procedures; answers non-emergency calls for public safety and other City departments; performs a variety of general administrative, clerical, and customer service duties within the Police Department by processing various documents, permit applications, records, and reports and maintaining departmental databases; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Police Sergeant. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Police Dispatcher/Records Specialist I: This is the entry-level class in the police dispatcher/records specialist series. Initially under direct supervision, incumbents perform basic police dispatching and record keeping duties for the Police Department within specified legal guidelines. As experience is gained, assignments become more varied and are performed with greater independence. Positions at this level usually do not perform the full range of duties required of the positions at the II level and are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. Since this class is often used as a training class, employees may have only limited or no directly related work experience.

Police Dispatcher/Records Specialist II: This is the full journey-level class in the police dispatcher/records series. Under general supervision, performs the full range of police dispatching and record keeping duties. Positions at this level are distinguished from the level I by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Police Dispatcher/Records Specialist in that the latter is responsible for technical and functional direction, training of lower-level staff, and performs the most complex duties assigned to the division.

Positions in the Police Dispatcher/Records Specialist class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level requiring one (1) additional year of experience and after gaining the knowledge, skill, and experience, which meet the qualifications for and after demonstrating the ability to perform the work of the higher-level class. When filled from the outside, the employee is required to have two (2) years of prior related experience that allows the employee to meet the qualification standards for the II level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Receives and evaluates police and emergency calls, and related business calls for the City during an assigned portion of the 24-hours-per-day/7-days-per-week Police Department operations; provides information and/or transfers calls to the appropriate department, agency, or response organization; takes messages for Police Department personnel.
- Dispatches public safety emergency units in accordance with established procedures and policies using a computerized dispatch system, including determining priority of emergency and contacting and sending appropriate response unit; provides over-the-phone instruction and assistance for medical emergencies before dispatched personnel arrive.
- Maintains contact with field units, including accounting for location and status of units and maintaining records of field calls; accesses and relays warrant information; sends back-up units, as necessary, ensuring the safety of field units.
- Operates computer, telephone, and radio console and telecommunication equipment simultaneously while performing dispatching activities; tests and inspects equipment as assigned; troubleshoots issues and requests repairs as needed.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support, or information.
- Makes entries of property, vehicles, firearms, protective orders, and missing persons; in CLETS database.
- Interacts extensively with the public, City and department personnel and other law enforcement agencies on the telephone and in person in a courteous and tactful manner;
- Responds to requests for information in compliance with Departmental policy, legal and governmental guidelines;
- Ensures that vehicle accident records release and dissemination is handled in accordance with all applicable laws and regulations;
- Acts as a liaison to the public and representatives of other agencies for the department; provides initial non-emergency contact with the public and representatives of other agencies for the requesting of police records or related services; determines the nature of the contact; provides factual information regarding services, policies, and procedures, which requires a knowledge of legal guidelines, departmental policies and procedures, and the use of tact and discretion, or directs the caller to the proper individual or agency.
- Receives and distributes mail.
- Attends necessary training, shift briefing sessions, participates in drills and test scenarios to prepare for unexpected emergencies.
- Performs other duties as assigned.

QUALIFICATIONS

Positions at the Police Dispatcher/Records Specialist I level may exercise some of these knowledge, and abilities statements in a learning capacity.

Knowledge of:

- Functions, principles, and practices of law enforcement agencies.
- Terminology and procedures used in public safety dispatching.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Basic principles of record keeping.

- Federal, state and local law enforcement databases.
- City and County geography, maps, streets, landmarks, and driving directions.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Business arithmetic and basic statistical techniques.
- Modern office practices, methods, and computer equipment and applications related to work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Memorize codes, names, street locations, and other information.
- Read and interpret maps and other pertinent documentation.
- Interpret, apply and explain policies, procedures, and regulations.
- Attend to multiple activities simultaneously.
- Obtain necessary information from individuals in stressful or emergency situations.
- Learn to document, maintain the physical integrity and control and the chain of custody of, and properly store, release, and purge property and evidence.
- Interpret, apply, explain, and ensure compliance with applicable federal, state, and local policies, procedures, laws, and regulations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Organize, maintain, and update office database and records systems.
- Perform technical, detailed, and responsible office support work.
- Compose correspondence independently or from brief instructions.
- Attain a typing speed of 35 words per minute.
- Organize, maintain, and update office database and records systems.
- Make accurate arithmetic and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy.
- Organize own work, set priorities, and meet critical deadlines.
- Operate modern office equipment including computer equipment and software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

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

Police Dispatch/Records Specialist I and II: Equivalent to the completion of the twelfth (12th) grade.

Police Dispatch/Records Specialist I: One (1) year public safety dispatch experience utilizing multi-line telephone or two-way radio operations, and or clerical or police records administrative support experience.

Police Dispatcher/Records Specialist II: Three (3) years of public safety dispatch experience utilizing multi-line telephone or two-way radio operations, and or clerical or police records administrative support experience with significant public contact.

Licenses and Certifications:

- Possession of a Public Safety Dispatcher Certificate. issued by the California State Commission on Peace Officer Standards and Training (P.O.S.T.); within one year of appointment at the I level.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may be required to sit for extended periods of time. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. The principal duties of this class are performed in a police station environment with exposure to criminal offenders, mentally ill individuals, and persons potentially infected with communicable diseases.