



POLICE DISPATCHER/CLERK

FLSA Status: Non-exempt

Adopted: September 2005

Revised: September 2006, May 2007, November 2008, December 2009, February 2011, October 2011, November 2012, November 2013, May 2015, October 2016, September 2017

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

GENERAL DEFINITION

The Police Dispatcher/Clerk is an entry to journey level non-sworn technical and complex clerical support classification associated with law enforcement support services assigned in the Town Police Department. Police Dispatcher/Clerks learn and perform a variety of responsible records management, communications and dispatching duties for emergency and non-emergency calls for service. Incumbents are normally expected to solve most work problems independently and to refer to supervisory personnel only those matters which involve policy decisions, technical questions and unusual problems and do not have independent purchasing authority.

DISTINGUISHING CHARACTERISTICS

Under direction of the Police Communications/Dispatch Supervisor, the assigned duties in this classification range from routine at the entry level to more complex assignments.

TYPICAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to, the following:

- Dispatches police officers to calls for service
- Operates a variety of communication equipment including a multi-channel radio system, telephone and computer systems
- Receives emergency and non-emergency calls for service
- Determines nature and location of call, determines priority of calls and dispatches units accordingly
- Provides assistance, information and directions to non-emergency callers including but not limited to police, fire, paramedic, animal control and public utilities calls for service, forwards non-emergency calls to proper personnel or departments
- Maintains awareness of field unit activities; communicates with field units through radio in accordance with Federal Communications Commission (FCC) regulations; maintains status and location of units on patrol
- Retrieves information from State and National computer networks regarding wanted persons, stolen property, vehicle registration, stolen vehicles and other related information
- Enters call information into computer systems; logs and completes call forms, maintains records of calls for service and self-initiated officer activities
- Receives and reviews reports for accuracy; indexes and enters report information into computer; maintains files and produces appropriate correspondence
- Enters and maintains arrest warrants into the appropriate computer systems

- Receives and prepares outside agency teletypes and daily watches bulletins for briefing material
- Maintains accurate audit trail for criminal history information and administrative teletype messages
- Assists in providing training to new dispatch staff and officers; updates and maintains training materials and informational memos
- Assists the public at the front counter; provides information, produces copies of reports and records and responds to general inquiries
- Maintains, sets up and files case folders
- Reviews, processes and disseminates files of police reports and related documents
- General administrative support functions such as types letters, forms, memoranda and reports from abbreviated notes/tapes/records
- Transcribes police reports and notes
- General office support functions such as maintains filing systems; screens, sorts and distributes mail; maintains, and when directed, orders office supplies and equipment
- Processes all traffic, criminal and civil subpoenas for department personnel
- Processes warrants as received
- Issues parking permits for Town of Colma residents
- Exhibits and encourages behavior that is consistent with the Town's risk management program and decreases risk of accident or injury to self, employees, residents, visitors and their property
- Performs other related duties as assigned

QUALIFICATIONS

Knowledge of:

- Modern Office Technology
- Principles and practices of customer service
- Methodologies used in maintaining police records and reporting statistics
- Principles of training
- Pertinent Federal, State, Town and departmental regulations, guidelines and procedures
- Methodologies used in maintaining police records and reporting statistics San Mateo County law enforcement protocols
- Basic California Penal Code and Vehicle Code sections
- Operations, services and activities of a comprehensive municipal law enforcement dispatch program
- Ability to produce accurate statistical reports for state and federal use

Ability to:

- Represent Town in a positive manner
- Establish, maintain and foster cooperative working relations with others from diverse backgrounds, including elected officials, co-workers and the public effectively and with courtesy, in person, via e-mail and over the phone
- Follow written and oral instructions and procedures
- Communicate effectively, both orally and in writing, by using proper English grammar, spelling and punctuation
- Collect, compile and analyze information and data
- Maintain responsibility for proper storage, updating and release of police records and associated files
- Interpret and apply a variety of rules, regulations, policies and procedures; use good judgment and time management skills in performing a variety of technical and complex clerical assignments
- Perform a variety of research tasks and preparation of statistical records

- Perform assigned duties with speed and accuracy; understand and explain pertinent policies and procedures
- Type accurately at a speed of 35 words per minute
- Compile information and maintain records; maintain confidentiality as necessary

Education and Experience

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

- Education: Requires possession of a high school diploma or equivalent
- Experience: Two (2) years of responsible office clerical experience that included significant public contact. Prior dispatching experience is desired.

Licenses and Certificates

- Certificates: Ability to complete certification in First Aid and CPR within the first three months of employment.
- Must have/obtain a Public Safety Dispatcher Basic Certificate within One (1) year of employment.

SPECIAL REQUIREMENTS

- A flexible work style, including the ability to work mandatory overtime shifts, nights, weekends and holidays
- Successfully work with individuals from diverse backgrounds and professions;
- Strong computer skills with proficiency in a variety of word processing, spreadsheet and database applications;
- Ability to understand, interpret and communicate complex issues, laws, policies and procedures;
- Maintain composure in difficult situations, a commitment to providing excellent customer service.
- Ability to work effectively with co-workers, the public, and others by sharing ideas in a constructive and positive manner
- Listen to and objectively consider ideas and suggestions from others
- Keep commitments
- Keep others informed of work progress, timetables, and issues
- Address problems and issues constructively to find mutually acceptable and practical business solutions
- Maintain a high level of confidentiality
- Work under pressure and in highly stressful situations.

These functions may be performed with or without reasonable accommodation:

- Speak clearly and understandably
- Review reports and correspondence quickly and accurately
- Report to work at any hour of day or night as required by disaster or other emergency situation
- Use dexterity and vision necessary to operate computer equipment with a high degree of productivity
- Intermittently twist to reach equipment in their work area
- Perform simple grasping and fine manipulation
- Operate basic office equipment (i.e. telephone, copier, calculator, etc.)
- On a continuous basis, must sit at a desk and in meetings for long periods of time
- Uses two-way radio

- Perform all duties on the job description except those determined to be incidental