STATE CENTER COMMUNITY COLLEGE DISTRICT
COMMUNICATIONS DISPATCHER

DEFINITION

Under direction operates police communications equipment to communicate between the public and police to receive, interpret and transmit information essential to the delivery of emergency and non-emergency police services. Performs a variety of related, moderately difficult clerical duties.

DISTINGUISHING CHARACTERISTICS

This classification performs the communications function for the District police department in accordance with clearly defined instructions and established procedures.

EXAMPLES OF DUTIES

Receives incoming telephone and radio requests for police services, takes critical information by telephone, radio and computer from the public and District personnel, including location of crimes, traffic accidents and service requests; screens calls for urgency; dispatches District personnel; keeps records and logs of calls; conducts vehicle, record and warrant checks and operates the California Law Enforcement Telecommunications System (CLETS) terminal; enters and retrieves data from computer system in appropriate format; performs related clerical tasks. May perform other related duties as needed.

EMPLOYMENT STANDARDS

Education: Forma and informal education equivalent to completion of the twelfth grade. Enrollment in and successful completion of the P.O.S.T Certified Public Safety Dispatcher Course during the probationary period.

Experience: Responsible secretarial/clerical experience in an office environment.

Knowledge and Abilities: Ability to operate standard office machines and equipment. Knowledge of modern office practices. Knowledge of and ability to employ correct English usage, spelling, grammar and punctuation. Skill to accurately type at a sufficient speed to maintain work flow. Skill to employ simple mathematical techniques. Ability to assign, monitor, and review the work of others. Ability to receive and follow instructions and appropriately interact with students, staff, faculty and the public. Ability to learn and apply college and district policies and procedures.

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Approved: October 18, 1999
Salary Range: 44
Revised by PC August 21, 2012