



**Classification Title: Dispatcher**

<b>Department:</b>	Palomar College Police Department	<b>EEO6 Code:</b>	7
<b>Employee Group:</b>	Classified	<b>Salary Grade:</b>	23
<b>Supervision Received From:</b>	An Assigned Police Sergeant	<b>Date of Origin:</b>	9/2016
<b>Supervision Given:</b>	General Supervision	<b>Last Revision:</b>	9/2024

*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 by individual positions.*

**JOB SUMMARY.**

Receives and prioritizes calls for service; dispatches personnel and equipment via radio voice communication using a computer-aided dispatch system; coordinates with other agencies during in-progress calls and regional incidents.

**DISTINGUISHING CHARACTERISTICS.**

Dispatchers are responsible for receiving and prioritizing emergency and non-emergency calls for service, dispatching appropriate personnel using the Regional communications System or transferring calls to the appropriate department or agency. Dispatcher is a journey-level class. Incumbents perform the full range of dispatch work processes. Work is generally performed independently in conformance with policies, procedures and standards.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

**Essential Functions:** Essential responsibilities and duties may include, but are not limited to, the following:

1. Answers emergency and non-emergency telephone lines; determines nature and priority of calls and/or transfers to the appropriate responder.
2. Dispatches personnel via radio voice communication using a computer-aided dispatch system.
3. Responds to field unit requests via radio or telephone for information and additional assistance.
4. Receives, enters and relays to field units situational information such as location updates and other responders in the area.
5. Monitors and updates locations and activities of field units.
6. Notifies external public safety agencies and departments by telephone or radio in order to solicit assistance or coordinate activities.
7. Conducts test transmissions on communications equipment.
8. Utilizes various computer applications and software packages; maintains and generates reports from a database or network system.

**Marginal Functions:**

1. Performs related duties and responsibilities as required.

## **QUALIFICATIONS.**

**Experience and Education/Training Guidelines:** Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Experience:** One year of experience receiving emergency and non-emergency calls in a public safety environment.

**Education/Training:** Equivalent to completion of the twelfth grade.

**Licenses/Certificates:** California Peace Officer Standards and Training (POST) Basic Public Safety Dispatcher Certificate within first year of appointment.

### **Preferred Qualifications:**

1. Experience using California Law Enforcement Telecommunication System (CLETS), Regional Communications System (RCS) radio equipment, and Computer Aided Dispatch (CAD) software.
2. Experience with surveillance software.
3. Bilingual (English and Spanish) verbal and written skills.

### **Knowledge of:**

1. Public safety codes, terminology, procedures and practices.
2. Ordinances, codes, procedures and practices regarding public safety radio communications.
3. Proper operation and care of radio and telephone equipment and operational characteristics of emergency communication system equipment.
4. Environment of assigned locations, layout and geography.
5. Safety policies and safe work practices applicable to the work.
6. Various confidential information databases with restricted access requirements and procedures.

### **Skill in:**

1. Monitoring and operating a variety of communications and surveillance equipment, including radio consoles, telephones, computer systems and related software on surveillance camera systems.
2. Exercising tact and diplomacy in dealing with sensitive issues and critical situations.
3. Determining dispatch priorities during heavy workloads and using judgment in the application of policies, rules, regulations and standard operating procedures.
4. Using computer mapping systems and paper maps to determine or confirm locations.
5. Broadcasting clear, concise and specific instructions over the radio in a distinct, well-modulated voice.
6. Monitoring multiple public safety radio frequencies simultaneously.
7. Communicating effectively, both orally and in writing.
8. Operating a computer and using standard business software.
9. Working rapidly under stress and exercising good judgment in emergency situations.
10. Exercising sound independent judgment within general policy guidelines.
11. Listening to, comprehending, retaining and recording key information clearly and accurately.

12. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, age, cultural, physical or mental disability, medical condition, gender, gender expression, gender identity, sex, sexual orientation, nationality, race and ethnic backgrounds of community college students, faculty, and staff.
13. Establishing and maintaining effective working relationships with all those encountered in the course of work.

### **WORKING CONDITIONS.**

**Environmental Conditions:** The employee works in an office environment where the noise level is usually moderate.

**Physical Conditions:** Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for extended periods and perform repetitive movements with hands or wrists. The employee must be able to hear telephone conversations. The position is required to work shifts outside of the traditional Monday-Friday work week. Evening and weekend hours and working variable shifts are required to support Palomar College Police Department and District operations.

### **TERMS OF EMPLOYMENT.**

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.