



Classification Title: Police Department Dispatch Coordinator

Department:	Palomar College Police Department	EEO6 Code:	7
Employee Group:	Classified	Salary Grade:	24
Supervision Received From:	Chief of Police	Date of Origin:	7/2018
Supervision Given:	General Supervision	Last Revision:	7/2018

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.

Coordinates the Palomar College Police Department's 24 hours/day, 7 days/week dispatch center operations to support emergency dispatch services and response operations; serves as a lead to and oversees the daily work of hourly dispatchers; serves as a liaison between external public safety and other related agencies to facilitate interagency communications; participates in the development of policies, procedures, manuals, and other similar items relevant to the dispatch center; provides or oversees the provision of training on a variety of subjects relevant to dispatch operations; performs the full range of dispatcher functions.

DISTINGUISHING CHARACTERISTICS.

The Police Department Dispatch Coordinator is an advanced-level classification that is responsible for oversight of the Palomar College Police Department's dispatch operations and serving as a lead to classified and hourly dispatchers. This class is distinguished from Dispatcher in that Dispatcher is a journey-level class responsible for performing a full range of dispatch work processes.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

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

1. Coordinates, plans, organizes, and oversees dispatch center operations; in conjunction with Police Sergeants and the Chief of Police, identifies and resolves operations issues.
2. Serves as a lead to classified and hourly dispatchers; trains, schedules the work, and provides day-to-day lead work direction to assigned staff; assists in assigning work and ensuring proper coverage; ensures conformance with District, department and legal/regulatory requirements and standards; monitors work flow to assist in ensuring that mandated deadlines are met; provides information, guidance and training on work procedures and legal/regulatory requirements; participates in the hiring process of lower-level staff; assists in maintaining a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.
3. Serves as a liaison with law enforcement, fire, paramedics, telecommunications, and other external agencies to ensure effective, efficient interagency communications functions.
4. Participates in the development of policies and procedures relevant to communications operations; oversees and participates in the preparation of the department's Dispatch Manual; coordinates the implementation of federal, state, and local law into dispatch operations; prepares correspondence and a variety of analytical and statistical reports for the Chief of Police.

5. Provides or oversees trainings for lower-level staff for a variety of systems, programs, and equipment related to dispatch operations.
6. Coordinates the purchase, maintenance, and repair, and use of dispatch equipment to ensure equipment is legally compliant and in good condition; forecasts purchase and maintenance costs; identifies and implements the use of computer, telecommunications technology.
7. Performs the full range of Dispatcher functions, including: answering emergency and non-emergency telephone lines and prioritizing calls for service; determining the nature and priority of calls and/or transferring them to the appropriate responder; dispatching personnel and equipment via radio voice communication using a computer-aided dispatch system; responding to field unit requests via radio or telephone for information and additional assistance; receiving, entering and relaying to field units situational information such as location updates and other responders in the area; monitoring and updating locations and activities of field units; notifying external public safety agencies and departments by telephone or radio in order to solicit assistance or coordinate activities; and conducting test transmissions on communications equipment.
8. Interfaces with other District departments on various public safety issues to ensure effective dispatch services and interdepartmental communication.
9. Attends and participates in a variety of professional group meetings to stay abreast of new developments in the field of public safety dispatching.

Marginal Functions:

1. Performs related duties and responsibilities as required.

QUALIFICATIONS.

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

Experience: Three years of experience as a public safety dispatcher, including experience in coordinating dispatch center operations.

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

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

Knowledge of:

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

Skill in:

1. Assigning, scheduling, training, and inspecting the work of lower-level employees.
2. Monitoring and operating a variety of communications and surveillance equipment, including radio consoles, telephones, computer systems and related software on surveillance camera systems.
3. Exercising tact and diplomacy in dealing with sensitive issues and critical situations.
4. Determining dispatch priorities during heavy workloads and using judgment in the application of policies, rules, regulations and standard operating procedures.
5. Using computer mapping systems and paper maps to determine or confirm locations.
6. Broadcasting clear, concise and specific instructions over the radio in a distinct, well-modulated voice.
7. Monitoring multiple public safety radio frequencies simultaneously.
8. Communicating effectively, in both oral and written English.
9. Preparing clear, concise written communications and reports.
10. Operating a computer and using standard business software.
11. Working rapidly under stress and exercising good judgment in emergency situations.
12. Exercising sound independent judgment within general policy guidelines.
13. Listening to, comprehending, retaining and recording key information clearly and accurately.
14. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.
15. 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.

TERMS OF EMPLOYMENT.

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