



**Classification Title: Police Compliance and Dispatch Coordinator**

<b>Department:</b>	Palomar College Police Department	<b>EEO6 Code:</b>	7
<b>Employee Group:</b>	Classified	<b>Salary Grade:</b>	32
<b>Supervision Received From:</b>	Chief of Police	<b>Date of Origin:</b>	7/2018
<b>Supervision Given:</b>	Direction and Guidance	<b>Last Revision:</b>	1/2024

*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.**

Oversees complex, federally mandated, statistical tracking and reporting including Clery Act compliance and reporting; maintains specialized databases and reporting systems; develops and oversees implementation of police records maintenance policies and procedures; 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 a liaison between external public safety and other related agencies to facilitates 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 Compliance and Dispatch Coordinator is an advanced-level classification that is responsible for coordinating and tracking reports, documentation, statistics, incidents command and reporting of the Clery Act; and providing oversight of the Palomar College Police Department’s dispatch operations while serving as a lead to classified and hourly dispatchers.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.**

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

1. Coordinates the development, implementation and oversight of policies, programs and activities that ensure the District’s overall compliance with the Clery Act and associated regulations for the District’s main campus and education centers; coordinates and serves on the Clery Act policy task force; coordinates the preparation and publication of reports and lists, ensuring requirements are met and that all information is accurate; gathers crime and disciplinary data from a variety of internal and external sources; prepares, publishes and distributes the Clery Act Annual Security Report.
2. Coordinates, trains and oversees reporting of Campus Security Authorities; trains District administration, counselors and other stakeholders on Clery Act requirements and emergency management procedures.
3. Researches, compiles and prepares statistical reports and studies; may serve as the department’s Agency Terminal Coordinator and coordinates with other city, county and California Department of Justice (DOJ) personnel for the administration of the California Law Enforcement Telecommunications Systems (CLETS); interprets information from CLETS, the National Crime Information Center (NCIC) and local computer systems; monitors and audits CLETS usage to ensure compliance with DOJ-mandated policies and procedures; investigates potential misuse and recommends appropriate corrective action; makes required notifications to DOJ.

4. Develops records maintenance policies and procedures and acts as Police Department Custodian of Records; develops and implements a storage plan that includes both physical and digital storage, storage of confidential and sealed records and the destruction and archiving of older records in conformance with legal standards and limitations; coordinates records access requests and release of information in response to Public Records Act requests.
5. Ensures operational compliance with local, state and federal laws and regulations governing police records and records management services, as well as DOJ requirements regarding the accessing and use of system data; serves as liaison with other law enforcement agencies on recordkeeping and sharing issues; assists with ensuring staff are fully trained and tested on the use of CLETS and on all legal requirements regarding the maintenance and release of police confidential records.
6. Manages the registration of court-mandated sex, drug and arson registrants and ensure timelines for entry and transmission of data to DOJ and ensures Clery Act information release requirements are met; coordinates with probation and patrol officers to monitor sexual offense registrants.
7. Coordinates, plans, organizes, and oversees dispatch center operations; in conjunction with Police Sergeants and the Chief of Police, identifies and resolves operations issues; serves as a lead to classified and hourly dispatchers; provides training on a variety of systems, programs, and equipment related to dispatch operations and provides day-to-day lead work direction; 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; assists in maintaining a fair and open work environment in accordance with the District's commitment to teamwork, mutual trust and respect.
8. Serves as a liaison with law enforcement, fire, paramedics, telecommunications, and other external agencies to ensure effective, efficient interagency communications functions; interfaces with other District departments on various public safety issues to ensure effective dispatch services and interdepartmental communication.
9. 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.
10. 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.
11. 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.
12. Attends and participates in a variety of professional group meetings to stay abreast of new developments in the field of public safety dispatching and police compliance.

**Marginal Functions:**

1. May testify in court on records management and dispatch issues when subpoenaed.
2. 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:** Three years of experience as a public safety dispatcher, including experience with public safety records and/or reporting.

**Education/Training:** Equivalent to an associate's degree from an accredited college or university.

### **Licenses/Certificates:**

1. California Peace Officer Standards and Training (POST) Basic Public Safety Dispatcher Certificate earned within six months of appointment.
2. Department of Justice Training Certificate for CLETS Informacast and Agency CLETS Coordinator (ACC) required within six months of appointment.

### **Preferred Qualifications:**

1. Clery Act statistical tracking knowledge, preferably in a college environment.
2. Bilingual (English and Spanish).
3. Coursework beyond the minimum qualifications in administration of justice, police science, or a related field from an accredited college or university.

### **Knowledge of:**

1. Federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), the Violence against Women Act, Title IX and associated regulations.
2. Requirements and practices of coordinating public safety dispatch operations and staff.
3. Crime statistical data tracking, research methods and data analysis techniques.
4. Techniques, procedures and methods used in the operation of police records management, programs and systems.
5. Operational characteristics of law enforcement computerized and telecommunications equipment and programs.
6. Principles, methods and practices of emergency operations center activation and operation.
7. Federal, state and local laws, policies and directives applicable to areas of responsibility including Sexual Registrant, National Institute Management System (NIMS), and Federal Communications Commission (FCC) requirements.
8. Adult training practices and techniques.
9. Principles and practices of sound business communication; correct English usage, including spelling, grammar and punctuation.
10. Principles, practices, concepts and techniques used in customer service, public relations and community outreach.
11. College organization, functions, rules, policies and procedures applicable to assigned areas of responsibility.
12. Provisions of the California Public Records Act and the Ralph M. Brown Act.
13. Modern office practices, procedures and equipment including computers and applicable software programs.
14. Police and public safety codes, terminology, statutes, procedures and practices relating to law enforcement.
15. Ordinances, codes, procedures and practices regarding public safety radio communications.

16. Proper operation and care of radio and telephone equipment and operational characteristics of emergency communication system equipment.
17. Environment of assigned locations, layout and geography.
18. Safety policies and safe work practices applicable to the work.
19. Various confidential information databases with restricted access requirements and procedures.

**Skill in:**

1. Making calculations and tabulations and accurately processing and reviewing statistical and related reporting documents.
2. Assigning, scheduling, training, and inspecting the work of lower-level employees.
3. Monitoring and operating a variety of communications and surveillance equipment, including radio consoles, telephones, computer systems and related software on surveillance camera systems.
4. Exercising tact and diplomacy in dealing with sensitive, complex and confidential issues and critical situations.
5. Exercising judgment, discretion and decision-making to integrate emergency responses with organizational priorities and objectives under tight deadlines and in crisis situations.
6. Using computer mapping systems and paper maps to determine or confirm locations.
7. Broadcasting clear, concise and specific instructions over the radio in a distinct, well-modulated voice.
8. Monitoring multiple public safety radio frequencies simultaneously.
9. Communicating effectively, in both oral and written English.
10. Preparing clear, concise and accurate reports, documents, data entries and other written materials.
11. Operating a computer and using standard business software.
12. Organizing and maintaining specialized files and databases to include confidentiality of files and records.
13. Working rapidly under stress and exercising good judgment in emergency situations.
14. Exercising sound independent judgment within general policy guidelines.
15. Listening to, comprehending, retaining and recording key information clearly and accurately.
16. 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.
17. 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.