

**COMPTON COMMUNITY COLLEGE DISTRICT
EL CAMINO COLLEGE - COMPTON COLLEGE**



CLERK/DISPATCHER

July 2018

FLSA: NON-EXEMPT PER CALIFORNIA EDUCATION CODE §§ 88026 – 88030

DEFINITION

Under general supervision, receives and prioritizes public safety and emergency calls and dispatches District Police units following prescribed procedures; maintains effective and efficient communications with law enforcement agencies; answers non-emergency calls for public safety and other District divisions/departments; performs a variety of general administrative support duties, including record keeping, typing, and filing; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level class capable of performing the full range of dispatch, customer service, and related office support duties in the District's Police Department. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Receives and evaluates public emergency calls, and related business calls for the District; provides information and/or transfers calls to the appropriate division/department, agency, or response organization; takes messages for department personnel.
- Dispatches police personnel in accordance with established procedures and policies using a radio dispatch system, including determining priority of emergency, contacting and sending appropriate response unit, and requesting additional assistance as needed from local police or fire agencies.
- Maintains contact with field units, including accounting for location and status of units and maintaining records of field calls.
- Operates computer, telephone, and radio console and telecommunication equipment simultaneously while performing dispatching activities.
- Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support, or information.

- Inquires, interprets, verifies, receives, and disseminates information from law enforcement computer networks relating to wanted persons, stolen property, and vehicle registrations, etc.
- Analyzes situations accurately and takes effective action to help ensure officer and public safety.
- Assists public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- Assists callers and visitors with and provides information regarding parking permits, vendor permits, temporary student permits, citations, appeals, appeal denials, administrative hearings, and related policies, procedures, rules and regulations.
- Performs a variety of routine office administrative duties to support departmental operations, including word processing, data entry and organization, counter reception, record-keeping, preparing records and basic reports, filing, and maintaining office and related supplies.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Verifies and reviews forms and basic reports for completeness and conformance with established procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
- Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, and memoranda; types from rough drafts or verbal instructions; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Receives, opens, time stamps, sorts, and distributes incoming and interdepartmental mail; prepares and distributes outgoing mail.
- Compiles information and data for administrative and basic statistical reports; checks data; prepares and assembles reports, manuals, articles, announcements, and other informational materials.
- Maintains and updates departmental record systems; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from computer systems and databases as required.
- Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Terminology and procedures used in police dispatching.
- Functions, principles, and practices of law enforcement agencies.
- Operation of computer-aided communications equipment, including multiple telephone lines and radio systems.
- Applicable codes, regulations, policies, technical processes, and procedures related to District police operations.
- Principles and practices of data collection and basic report preparation.
- Business letter writing and the standard format for reports and correspondence.
- Business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- Alphabetical and numerical filing methods.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Modern office practices, methods, and computer equipment and software relevant to work performed.

- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Assess and prioritize emergency situations while remaining calm and using sound, independent judgment.
- Memorize codes, names, locations, and other information.
- Interpret, apply and explain policies, procedures, and regulations.
- Attend to multiple activities simultaneously.
- Obtain necessary information from individuals in stressful or emergency situations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Interpret and apply administrative and departmental policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out oral and written directions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Operate modern office equipment, including computer equipment and word-processing, database, and spreadsheet application programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Equivalent to the completion of twelfth (12th) grade and one (1) year of general office clerical experience and/or experience in a public safety or law enforcement agency dispatch center.

Licenses and Certifications:

A POST basic dispatcher certificate must be obtained upon completion of the first 12 months of service.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and multiple telephone lines and radio systems; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel,

reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

Must be able to pass a POST background investigation and obtain fingerprint clearance prior to beginning employment. Must be able to work extended or rotating shifts, weekends and holidays, or be called back in emergency situations.