

## DESERT COMMUNITY COLLEGE DISTRICT

### Dispatcher, Public Safety

#### BASIC FUNCTION

Under the direction of the Director of Security and Emergency Preparedness, operate computer, telephone and radio communications equipment to receive and record emergency calls and routine calls for service. Provide information, dispatch Public Safety Officers and emergency personnel throughout the District; type, file, and perform a wide variety of clerical support duties in the Public Safety Department.

#### REPRESENTATIVE DUTIES

1. Receives calls by telephone, two-way radio, or signals via fire and intrusion alarm systems regarding emergency and other situations. Determines the priority and response for all calls. Contacts, informs, and dispatches Public Safety Officers and others, as appropriate for the situations. **E**
2. Screen incoming calls to determine necessity, priority and type of response required; interprets level of service needed through information obtained from field officers or citizens; works effectively with the public, and maintains a professional, customer service oriented demeanor. **E**
3. Responds to questions and concerns from the general public, department staff, and other agencies in both English and Spanish; takes and records telephone and counter reports; provides information as appropriate and resolves service issues and complaints. Handle front counter traffic at the Public Safety Office. **E**
4. Inputs, updates, requests, and transmits confidential query information from various sources to ensure current, accurate public safety records. **E**
5. Answer and process emergency incidents and routine incidents for assistance, communicating clearly and effectively to a reporting party to collect critical information for officer safety awareness and timely response. **E**
6. Prepare reports and logs of unusual incidents, contact agencies involved with major emergency operations such as neighboring police agencies and various State agencies that deal with emergency and disaster operations. **E**
7. Contacts agencies involved with major emergency operations such as the fire department, neighboring police agencies, and various State agencies that deal with emergency and disaster operations. **E**
8. Monitors various equipment, such as alarm systems, 24-hour recorder system and dispatch equipment to ensure they are working properly; alerts personnel and may respond to alarms and equipment malfunctions. **E**
9. Requests outside assistance/mutual aid from local agencies. Orders ambulances and tow trucks or contacts other agencies for extended assistance. **E**
10. Prepare and maintain logs of incoming and outgoing calls. **E**
11. Interpret and apply various laws, regulations, policies and procedures. **E**
12. Updates daily crime log and collects data for CLERY reporting and calls of service. **E**
13. Operate the Emergency Broadcast radio in the event of an emergency or monthly check ins.
14. Perform related duties as assigned.

**KNOWLEDGE AND ABILITIES**

**Knowledge of:**

- Working knowledge of general dispatching procedures, equipment, and practices.
- Record-keeping/filing techniques
- Standard radio and telephone communications receiving and transmitting equipment.
- Operation of common radio dispatching equipment.
- English usage, spelling, grammar and punctuation.
- Telephone techniques and etiquette.
- Basic Computer knowledge.
- Modern Office practices, procedures and equipment.

**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.
- Speak clearly and distinctly.
- Exercise good judgment and make sound decisions in emergency situations.
- Hear normal speech and other audible events, other environmental noise. This includes hearing voices transmitted by radio and telephone.
- Effectively communicate in both English and Spanish.
- Communicate with and elicit information from upset and irate citizens.
- Establish and maintain cooperative working relationships with students, staff, and the public.
- Prioritize and handle multiple tasks simultaneously.
- Understand and carry out verbal and written instructions.
- Maintain strict confidentiality.
- Type 40 words per minute.
- Prepare clear and concise reports.
- Establish and maintain cooperative and effective working relationship with others.

**EDUCATION AND EXPERIENCE**

Any combination equivalent to: graduation from high school and one (1) year of clerical and/or dispatch experience in a public safety, military, emergency services or judicial environment.

**LICENSES AND OTHER REQUIREMENTS**

Must be bilingual (English and Spanish). CPR/AED certification within six months from date of employment. SB1626 Certification within six months from date of employment. Possession of a current valid P.O.S.T. Public Safety Dispatch certificate preferred.

**WORKING CONDITIONS**

**Environment:** Duties performed in an active and often hectic environment with unscheduled interruptions; dispatchers must be able to hear alarms and other auditory devices; must be able to sit or stand for long periods of time, must be able to lift and carry up to 25 lbs. and constant interaction with students, staff and the public.

**EMPLOYMENT STATUS**

Bargaining Unit Position

E=Essential Functions

Range 8 / Range 9 P.O.S.T. Public Safety Dispatcher Certificate

Board Approved: 6/12/2019