

## Senior Police Dispatcher/Records Technician

*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 within the job.*

### **SUMMARY DESCRIPTION**

Under direction of the Police Support Services Supervisor, leads, oversees, and participates in the more complex and difficult work of staff responsible for performing a variety of duties involved in receiving, evaluating, prioritizing, and relaying calls for emergency and non-emergency assistance; dispatches necessary police units; obtains information requested by officers; operates a variety of telecommunications equipment including radio, telephone, and computer aided dispatch systems; performs a wide variety of specialized clerical duties involved in compiling information for, processing, preparing, and maintaining a variety of records, reports, and statistics as necessary; and performs a variety of technical and administrative tasks relative to assigned areas of responsibility.

### **IDENTIFYING CHARACTERISTICS**

This is the advanced journey level class in the Police Dispatcher/Records Technician series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including providing lead supervision to assigned staff, performing the more technical work of the unit, and providing administrative support to the assigned unit. The Senior Police Dispatcher/Records Technician class differs from the Police Dispatcher/Records Technician class by having greater responsibility, autonomy, and discretion in planning and completing a wide variety of activities. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Leads, plans, trains, and reviews the work of staff responsible for performing duties related to the operation of the dispatch center; participates in performing the work of the unit and performs the most complex work of the unit including addressing technical issues and making operational decisions in coordination with the Police Support Services Supervisor.
2. Trains assigned employees in their areas of work including emergency dispatch methods, procedures, and techniques.
3. Coordinates the scheduling of dispatch center staff; ensures all shifts are sufficiently covered.
4. Participates in a variety of personnel actions including, but not limited to, performance evaluations and overseeing the conduct of employees in the dispatch function.
5. Assumes responsibility for the dispatch center including related equipment; serves as liaison with technicians and vendors regarding the maintenance of center hardware and software.
6. Provides a variety of staff and administrative assistance related to the dispatch center; attends staff meetings and works with supervisory and management staff to resolve issues related to dispatch; performs special projects as assigned including researching training opportunities and developing dispatch related policies and procedures.

City of Placerville  
Senior Police Dispatcher/Records Technician

7. Performs the full range of Police Dispatcher/Records Technician duties; receives calls to the dispatch center including 911 calls, other emergency calls, and non-emergency calls from citizens requesting service or information; operates a variety of public safety communications equipment including 911 emergency telephone equipment, computer aided dispatch systems, and multi- channel radio system; enters and maintains information into CAD (Computer Aided Dispatch) system.
8. Evaluates response necessary as dictated by a given request for service; determines nature, location, and priority of calls; assigns and dispatches appropriate police units in accordance with policies and procedures; transfers calls to other appropriate agency in accordance with established procedures; monitors fire, medical, and sheriff's radios; obtains and dispatches other support services as necessary including other law enforcement agencies as necessary.
9. Maintains contact with all units on assignment; maintains status and location of police field units; receives and processes requests for information from police field units.
10. Queries information from law enforcement communication networks relating to wanted persons, criminal history, stolen property, and Department of Motor Vehicle information.
11. Queries and enters stolen, stored, and repossessed vehicle information.
12. Enters information into the Automated Criminal Information System (ACIS), the California Law Enforcement Telecommunications System (CLETS), and other systems as required; enters missing persons, pawn slips, towed and stored vehicles, moving violations, parking citations, and related items; enters all radio traffic in appropriate calls for service.
13. Performs a wide variety of specialized clerical duties involved in the preparation, maintenance, and release of materials related to law enforcement activities including organizing, processing, maintaining, updating, and routing a variety of departmental reports, records, and files; processes police reports; reviews, verifies, and records information; runs criminal history and DMV records; prepares District Attorney's office cover sheets.
14. Monitors TRAC and teletype machine; receives and disperses teletype information; creates and sends TRAC flyers; creates TRAC photo line-ups as necessary
15. Tests and inspects equipment as required; changes tape in recorder.
16. Performs other general clerical and office support duties; shreds confidential papers and printouts; ensures cleanliness of work area.
17. Performs related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

1. Operations, services, and activities of a police telecommunications and dispatch center.

City of Placerville  
Senior Police Dispatcher/Records Technician

2. Principles of lead supervision and training.
3. Operational characteristics of modern public safety telecommunications equipment including computer aided dispatch systems and multi-channel radio systems.
4. Law enforcement and emergency service procedures for responding to and handling reported incidents.
5. Police terminology.
6. Techniques of questioning for both emergency and non-emergency calls.
7. Methods and techniques of receiving, prioritizing, and dispatching emergency and non-emergency calls for service.
8. Standard broadcasting procedures and rules.
9. Law enforcement records management principles, procedures, techniques, and equipment.
10. Functions of the Police Department and other City Departments.
11. Geographic features and locations within the area served.
12. English usage, spelling, grammar, and punctuation.
13. Modern office methods, procedures, and equipment including specialized public safety computer systems and applications and other word processing and spreadsheet applications.
14. Criminal justice information systems, system networks, and services including functions and relationships of agencies involved in the criminal justice system.
15. Pertinent federal, state, and local laws, codes, and regulations and department rules, policies, and procedures.
16. Customer service principles and practices.
17. Methods and techniques of telephone etiquette.
18. Principles and procedures of record keeping and filing.
19. Basic principles of business letter writing and basic report preparation.

**Ability to:**

1. Lead, organize, and review the work of dispatch center staff.
2. Independently perform the most difficult work related to the area of work assigned including technical and administrative duties.
3. Interpret, explain, and enforce department policies and procedures.
4. Evaluate emergency situations and make split-second decisions regarding the type of response appropriate for the circumstances.
5. Effectively communicate and elicit information from upset and irate callers.

City of Placerville  
Senior Police Dispatcher/Records Technician

6. Make independent decisions that affect the safety of public safety personnel, citizens, and property, such as those involved in determining the urgency of requests received and the appropriate action to take.
7. Dispatch police units quickly and effectively.
8. Listen and comprehend radio transmissions and telephone calls.
9. Clearly project voice over radio and telephone.
10. Work under pressure, exercise good judgment, and make sound decisions in emergency situations.
11. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
12. Deal tactfully and courteously with the public.
13. Perform multiple tasks simultaneously.
14. Operate a variety of telecommunications receiving and transmitting equipment including radio transmitting communication equipment, teletype equipment, and computer equipment.
15. Operate office equipment including specialized public safety computer systems to access and maintain data.
16. Read and interpret maps and other navigational resources and give directions.
17. Type and enter data accurately at a speed necessary for successful job performance.
18. Interpret, apply, and explain applicable federal, state and local policies, procedures, laws, codes and regulations including police records retention and dissemination policies and procedures.
19. Maintain composure, alertness and concentration while working for extended periods of time.
20. Compile, maintain, process, and prepare a variety of records and reports.
21. Perform a variety of specialized office support and clerical duties in support of the Police Department.
22. Perform record searches quickly and accurately.
23. Exercise good judgment in maintaining critical and sensitive information, records, and reports.
24. Understand and follow oral and written instructions.
25. Communicate clearly and concisely, both orally and in writing.
26. Establish and maintain effective working relationships with those contacted in the course of work.

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

City of Placerville  
Senior Police Dispatcher/Records Technician

would be:

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by successful completion of the P.O.S.T. basic dispatch course within specified time period.

**Experience:**

Three years of increasingly responsible public safety dispatch experience comparable to a Police Dispatcher/Records Technician with the City of Placerville.

**License or Certificate:**

Possession of, or ability to obtain by date of appointment, an appropriate driver's license.

Possession of, or ability to obtain within one year of appointment, P.O.S.T. Basic Dispatch certificate.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:**

Work is performed primarily in an emergency services dispatch center setting with extensive public contact and constant interruptions; incumbents are required to work evening, night, weekend, and holiday shifts; incumbents may be called back or held over to maintain staffing levels. Incumbents may also be called in for local emergencies at irregular hours.

**Physical:**

Primary functions require sufficient physical ability and mobility to work in a dispatch center; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

**Vision:**

See in the normal visual range with or without correction.

**Hearing:**

Hear in the normal audio range with or without correction.

Date Established: August 22, 2000

Date Revised: June, 2004

Johnson & Associates