



POLICE COMMUNICATIONS OPERATOR

DEFINITION

Under general supervision, receives and dispatches police 911 and non-emergency city-wide calls for service; maintains contact with personnel in the field.

This position may be either full time or part-time. The part-time position is with statutory benefits only; position may work up to 28 hours per week, 999 hours per fiscal year.

SUPERVISION EXERCISED

None; however experienced incumbents may assist in training new Police Communications Operators

EXAMPLES OF DUTIES

Duties may include but are not limited to:

Receive, record, prioritize, assign case numbers and initiate and monitor calls for service for incoming 911 and other calls for public safety and city-wide services.

Dispatch and monitors units to routine and emergency calls for service based on type and location of call and staff availability ensuring safety of sworn and non-sworn personnel.

Answer inquiries from the public, both in person and over the phone, direct customers to appropriate staff member and take messages.

Operate teletype and computerized law enforcement information systems, retrieve and update information, including wants and warrants, and relay to officers.

Enter and monitor information, including arrest disposition, missing persons, stolen vehicles, warrants and bulletins, pawn slips, criminal histories, restraining orders, firearms and serialized into law enforcement record keeping systems.

Monitor burglary and fire alarms for Police Station and City Hall; monitor bait bike and dispatch when activated.

Research historical records and data bases as requested by sworn personnel.

Perform related duties as assigned.

KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

Standard law enforcement and communications/dispatch and office procedures, methods and computer equipment.

City and surrounding area geography.

Techniques used in dealing with the public in emergencies and customer service.

Ability to:

Remain calm, speak clearly, listen, remember and recall facts and determine course of action in emergency situations.

Listen, speak and enter data simultaneously.

Use sound judgment in prioritizing calls and dispatching personnel and equipment.

Operate office equipment including computers, copying machines and equipment such as law enforcement teletype and radios.

Accurately type 30 words per minute from copy and verbatim and enter and tabulate data.

Respond to questions from the public and staff.

Plan and organize work to meet schedules and timelines.

Communicate clearly both orally and in writing.

Maintain courteous and tactful yet firm relationship with public under stressful situations.



QUALIFICATIONS

Any combination of education and experience that would likely provide the required knowledge, ability and skills is qualifying. A typical way to obtain the qualifications would be:

High School graduation and two (2) years general office experience, preferably some of which is in law enforcement.

LICENSE OR CERTIFICATE

Possession of a valid Class C California Driver's License and a good driving record. Peace Officers Standards and Training (POST) Certification as a Dispatcher, CPR, First Aid and EMD certificates within one (1) year of appointment.

ESSENTIAL JOB FUNCTIONS/A.D.A.

Ability to operate computer, calculator, public safety dispatching equipment and systems, portable radio, base radios and copying/FAX machine

Ability to understand and respond to the public's and staff's requests, during routine and emergency situations, for assistance both on the phone and in person

Ability to see security monitors, hear and speak clearly

Ability to function under stress

Ability to perform repetitive hand movements using fine coordination

Ability to sit for four (4) hours at a time

Ability to lift up to 15 pounds

Ability to climb a footstool or ladder for the purposes of retrieving records

