

STOCKTON UNIFIED SCHOOL DISTRICT

TELECOMMUNICATOR/ POLICE DISPATCHER

DEFINITION

Perform routine and emergency requests from the public, school officials and students for police, fire and emergency medical services and dispatches required personnel. Take incoming calls and dispatches al police, fire and emergency medical and related services. Enter all information in written or computer-based-call format, logs and fills out call cards during manual mode or operations; transfers or refers calls to other emergency services, maintains radio contact with mobile and portable units, receives reports form mobile units, and maintains radio teletype and data terminal equipment as necessary; maintains records of radio calls, types reports and other material as directed, processes police reports, records and transmits department, district and State statistical information on crimes occurring on all district property and perform other duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receive general direction from the Chief of Police. Receive direct supervision from Police Sergeant and/or Executive Assistant II to the Chief of Police. This position does not exercise any supervision.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Answer emergency telephone requests for police, fire and medical emergencies; determine the seriousness of the situation and dispatches appropriate assistance in accordance with predetermined plans or as directed.

Assume the responsibility for maintaining radio communication with district police units and for maintaining a log of the activities of each officer including the time, location and nature of each incident reported.

Maintain telephone and radio communication between the San Joaquin County Sheriff, Stockton Police and the District Police Departments and coordinates the activities of all departments during emergency situations.

Assume the responsibility for coordinating radio communication with maintenance and transportation personnel for the radio paging operation for all district pagers.

Screens each request for assistance to determine if it can best be handled by the District Police or refers the caller to other District or Public Agencies.

Maintain various departmental files including criminal records and confidential files.

Train new employees including police officers and telecommunicators in radio operation procedures.

Maintain correspondence with various district and community groups for special request of officers to police various district functions, and schedules security officers from contract private security agencies to assist at these functions.

Prepare files, checks routes and files reports, department documents and records and prepares and maintains periodical operational reports and records including statistical data.

EXAMPLES OF DUTIES (continued)

Perform a variety of counter and receptionist duties including the sale of bicycle licenses and district parking permits and other permits that may be required.

Operate a computer automated dispatch system on all alarm and radio systems for the District.

Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar and punctuation
- Telephone, terminal, teletype and radio operating requirements and techniques

Ability to:

- Operate computer aided dispatching and other telephone and radio equipment
- Function effectively and make decisions in stress situations
- Work irregular hours
- Understand, relay and carry out moderately complex oral and written instructions
- Communicate clearly and concisely
- Learn, understand and memorize police, fire and emergency medical operations and communications procedures
- Maintain records and prepare reports
- Deal effectively with the public; learn local geography, street locations, important buildings and landmarks in the Stockton area, including all District beat patterns

Education and Experience:

Any combination of education, training and experience equivalent to:

Graduation from the twelfth grade and one (1) year of clerical or business experience involving giving of information to the public, or in the operation of a telephone switchboard, or radio equipment. Typing certificate for 40 wpm dated within the last six months must be submitted with application. Experience in operating radio system controls and using related communications equipment; knowledge of dispatch codes, and ability to understand and speak Spanish is desirable.

Certificates:

Typing certificate for 40 WPM

Board Approval 4/89 OE#3 – Police Unit Salary Range 35 (2007-08)
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