



## **Police Dispatcher/Clerk**

### **DEFINITION:**

Under general supervision, receives and processes routine and emergency calls, including 911 and alarms; dispatches police units as required; enters, retrieves, and uses data from various automated law enforcement information systems; coordinates with and transfers calls to other emergency service providers as appropriate; assists in the training of less experienced personnel; performs a variety of clerical and technical duties in support of the Department's operations; learns applicable policies, procedures, and work methods associated with assigned duties; performs other related duties as required.

### **DISTINGUISHING CHARACTERISTICS:**

The **Police Dispatcher/Clerk** is the journey level class in which incumbents are expected to independently perform the full scope of assigned police dispatching and records duties. Incumbents are responsible for performing the full range of duties with minimum supervision and apply sound judgment regarding their scope of authority in dispatching personnel. This classification is distinguished from the next higher classification of Police Support Services Supervisor in that the latter performs duties involving a higher level of complexity and difficulty, and is responsible for the overall supervision of all police dispatch and records activities.

### **SUPERVISION RECEIVED/EXERCISED:**

Receives general supervision from the Lieutenant and/or Sergeant. Incumbents in this class do not routinely exercise supervision, but may assist in the training of less experienced personnel.

### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Receives and processes routine and emergency calls, including 911 and alarms; dispatches police and public works field units as required; provides pre-arrival information; enters, retrieves, and uses data from various technical automated law enforcement information systems, including the computer aided dispatch system (CAD), Record Management System (RMS), video display terminals, radio dispatching consoles, and related equipment; coordinates with other emergency service providers as appropriate; assists in the training of less experienced personnel when acting as Communications training officer.
- Receives and enters calls for service in CAD; determines call priority and dispatches and monitors the status of field units; receive and transfer medical and fire calls; interprets level of service needed through information obtained from field officers or citizens; retrieves information for officers from CLETS; relays essential and confidential information to officers; monitors officers' safety; coordinates multi-agency responses when necessary; transfers calls to appropriate agencies if warranted.

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- Assists citizens with complaints, reports, and requests in person and over the phone; receives fees for reports, repossessions, dog licenses, fingerprints, and vehicle storage.
- Prepares and processes reports to the District Attorney; processes and prepares traffic citations; sends out traffic/loss verification reports.
- Monitors holding cells through the department intercom security system; observes bookings and records when necessary; may conduct searches or monitor urine sampling for individuals of the same sex.
- Perform a variety of record keeping duties, including maintaining files, indexing, and other general clerical work; may update Dispatch Training Manual; enter, update, and retrieve information in local and county RMS systems, CLETS and NCIC.
- Receives, responds to and documents requests for warrants and DMV printouts; documents vehicle impound information.
- Responds to questions and concerns from the general public, department staff, and other agencies; takes and records telephone and counter reports; provides information as appropriate and resolves service issues and complaints.
- Establishes positive working relationships with representatives of community organizations, state/ local agencies and associations, City management and staff, and the public.
- May need to communicate with members of the public who are not proficient in English
- Performs and executes other duties as assigned.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:** Police office administrative practices and procedures; dispatching procedures; location of major streets, public places, and landmarks in the City of Cotati; methods of providing services and information; Federal Communications Commission regulations governing voice radio and telephone communications; proper operation and care of voice radio and telephone equipment; principles and practices of police records; basic principles of mathematics; applicable federal, state and local laws, codes, and regulations, including the California Penal Code, Government Code, and Vehicle Code; standard office procedures, practices, and equipment; modern office practices, methods, and equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling, and grammar; occupational hazards and standard safety practices.

**Ability to:** Perform a variety of complex work with speed and accuracy; remain calm under emergency situations and multitask; operate specialized law enforcement automated information, communication and dispatch systems; work flexible hours, including holidays, evenings, weekends, overtime, and rotating shifts; perform a variety of clerical and record keeping work; perform mathematical calculations quickly and accurately; interpret, explain, and apply applicable laws, codes, and regulations; read, interpret, and record data accurately; organize,

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prioritize, and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

**Skill to:** Effectively operate specialized law enforcement automated information, communication, and dispatch systems.

Spanish Fluency: Desired

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:** Any combination of education and experience that has provided the knowledge, skills, and abilities necessary for a **Police Dispatcher/Clerk**. A typical way of obtaining the required qualifications is to possess two years of work experience involving public contact and record keeping, and a high school diploma or equivalent. Experience law enforcement dispatching and the operation of law enforcement radio equipment and CAD systems are highly desirable.

**License/Certificate:** Possession of, or ability to obtain a valid Class C California driver's license. Experienced or Lateral Dispatchers preferred. Possession of a California Public Safety Dispatcher's Basic Course certificate or experience as a dispatcher for a law enforcement agency is desired.

### **PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily office activities. The position also requires grasping, repetitive hand movement, and fine coordination in retrieving and entering data using a computer keyboard. Additionally, the position requires near and far vision in reading work related documents and using the computer, and acute hearing is required when providing phone, dispatch, and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

FLSA: NON-EXEMPT