



EMPLOYMENT OPPORTUNITY

POSITION: POLICE DISPATCHER I

JOB #14/96

Full-time position available in the University Police Department.

ESSENTIAL DUTIES: Under the general supervision, the incumbent independently performs dispatch communications duties involving receiving and relaying calls for assistance via telephone, radio or computer terminal; police department record-keeping and reporting functions; and related department support functions. Effectively and efficiently communicate between campus law enforcement headquarters, campus peace officers in the field, community service officers, parking officers, student assistants, other university departments and personnel and outside emergency and law enforcement agencies with tact and discretion. Duties include, but are not limited to:

- Receive information, complaints, requests and signals from a variety of sources, to include in person, telephone and communications equipment such as radio transceivers, CLETS terminals, telephones, silent alarms and emergency signaling devices such as 9-1-1 computer console and emergency ring downs (blue lights).
- Responsible for detecting and reporting all malfunctions of communications equipment.
- Receive and evaluate information and determine the proper course of action, and follow a predefined procedure to disseminate the information to various Public Safety entities, to include parking officers, police officers, student assistants and community service officers.
- Follow established protocol regarding notification of campus personnel in the event of emergencies.
- Establish and maintain campus security report requirements, and a number of related services with broad impact on and off campus.
- Receive visitors, answer questions, take complaints and relays information received as appropriate.
- Receive payments and inputs into CASHNet cashiering system; balance cash drawer at end of shift. Prepare deposit for transfer to Cashiers.
- Prepare routine correspondence; enter into various public safety databases, including CLIPS, ICJIS, HTE, PMB, CalPhoto, CSAR ARMS, and warrant maintenance and processing.
- The ability to maintain contact with all units on assignment while updating status and location changes utilizing the Computer Aided Dispatched (CAD) system.
- Perform other related tasks and duties as assigned.

MINIMUM QUALIFICATIONS:

- Must have completed or be able to attend and successfully complete the Police Officers Standards and Training (P.O.S.T.) Dispatcher Course.
- One year of verifiable experience using a switchboard and two-way radio communication system in a law enforcement or comparable agency within the last ten years.
- Must have a high school diploma or equivalent
- The successful candidate must be fingerprinted and successfully pass a background check, which may include checks of employment records, criminal records, civil records, and motor vehicle records.

PREFERRED QUALIFICATIONS:

- Demonstrated ability to be well organized and detail-oriented with the ability to effectively coordinate a number of different tasks simultaneously, while maintaining critical emergency communications with Police Officers and outside agencies as necessary.
- Demonstrated knowledge of the department's policies and procedures. Ability to use common sense and sound judgment.
- Possession of a calm and courteous nature while under pressure is highly desirable.
- The ability to conduct multiple tasks quickly and effectively.

SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES:

- Achievement of the P.O.S.T. Dispatcher certificate.
- Must pass: verbal, reasoning, memory, and perceptual abilities assessments test, thorough background investigation and medical examination, including a drug test, and psychological examination prior to hire.
- Working knowledge of legal codes, requirements, procedures and techniques for receiving complaints and calls for service and for dispatching and communicating with campus officers in the field.
- Working knowledge of public safety-related agencies and the respective communications protocols.
- Working knowledge of legal codes, requirements, procedures and techniques for receiving complaints and calls for service and for dispatching and communicating with campus officers in the field. Ability to effectively converse using police radio systems.
- Ability to independently respond and act quickly, accurately evaluate information and situations, and make appropriate decision in routine, non-routine and emergency situations.
- Working knowledge of geographical layout and ability to read maps and floor plans to provide directions to officers in the field.
- Ability to accurately interpret written policies, follow oral and written instructions, and transfer information.
- Ability to provide clear and concise verbal direction quickly and accurately.
- Ability to present and summarize information in a variety of written formats, using clear and concise language.
- Ability to establish and maintain effective working relationships, interact with all members of the campus community and general public, and maintain composure in highly stressful situations or when dealing with difficult individuals. Ability to maintain the confidentiality of sensitive information.

SALARY RANGE: \$3,096-\$4,784 per month plus excellent paid benefits.

POSITION IS OPENED UNTIL FILLED; SCREENING OF APPLICATIONS TO BEGIN MARCH 13, 2015.

APPLICATION PROCEDURE: Applications will be processed in accordance with Article 9.3 of the CSU/CSUEU Memorandum of Understanding. Preference will be given to qualified individuals currently employed at CSU Stanislaus in bargaining units 2, 5, 7, and 9 except when it is determined that it is necessary to appoint outside applicants to meet the best interest of the campus by obtaining specialized skills and abilities not available from current employees. To be considered, qualified candidates must submit a completed CSUS employment application (download electronic application at http://www.csustan.edu/hr/employment_opportunities/Staff/index.html), cover letter, and resume to:

Human Resources Office · California State University, Stanislaus
Mary Stuart Rogers Educational Services Gateway Building, Room 320 (3rd floor)
One University Circle · Turlock, CA 95382
For questions, contact Lt. Clint Strode at (209) 667-3114

Applicants requiring necessary accommodations to the application process may contact the Human Resources Office at (209) 667-3351. California Relay Service is available at (800) 735-2922 voice and (800) 735-2929 TDD. Please consider completing the Voluntary Self-Identification of Disability form (your response will not be shared with the search committee) at: http://www.dol.gov/ofccp/regs/compliance/sec503/Voluntary_Self-Identification_of_Disability_CC-305_SD_Edit1.24.14.pdf.

CSU STANISLAUS IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION TITLE IX/SECTION 503/504 EMPLOYER. QUALIFIED WOMEN, MINORITIES, AND PERSONS WITH DISABILITIES ARE ENCOURAGED TO APPLY. CSU STANISLAUS HIRES ONLY INDIVIDUALS LAWFULLY AUTHORIZED TO WORK IN THE UNITED STATES. THE PERSON HOLDING THIS POSITION IS CONSIDERED A 'MANDATED REPORTER' UNDER THE CALIFORNIA CHILD ABUSE AND NEGLECT REPORTING ACT AND IS REQUIRED TO COMPLY WITH THE REQUIREMENTS SET FORTH IN CSU EXECUTIVE ORDER 1083 AS A CONDITION OF EMPLOYMENT. CLERY ACT: IN COMPLIANCE WITH THE JEANNE CLERY DISCLOSURE OF CAMPUS SECURITY POLICY AND CRIME STATISTICS ACT, CRIME REPORT STATISTICS ARE AVAILABLE AT: <http://www.csustan.edu/UPD/CampusCrimeStatistics/index.html>

INFORMATION CONTAINED IN THIS ANNOUNCEMENT MAY BE SUBJECT TO CHANGE WITHOUT NOTICE.