This position description is used as a basis for determining the position classification and is maintained as an official record of the duties assigned to this position. This description is intended to be an accurate reflection of the assigned work, however, it is understood that duties may be removed, modified or assigned, and may not be included on this description.

**DEPARTMENT:** University Police **POSITION:** [ ]  NEW [ ]  EXISTING

**POSITION CLASSIFICATION:** Police Dispatcher I \* **WORKING TITLE:** Dispatcher

**EMPLOYEE NAME:**

**SUPERVISOR NAME AND CLASSIFICATION:**

**A. POSITION PURPOSE:** Under general supervision, the incumbent independently performs standard 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. Incumbent will 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. These interactions require tact and discretion.

**B.** **SUPERVISORY/LEAD RESPONSIBILITIES:**

|  |  |
| --- | --- |
| **CLASSIFICATION OF POSITION(S):** | **NUMBER OF EMPLOYEES:** |
|  |  |

# C. PHYSICAL DEMANDS:

# The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

# Position may require working nights, weekends and special events. Position requires sitting at a desk, work station, or computer console for extended periods of time and incumbent may occasionally be required to travel across campus.

# D. WORK ENVIRONMENT: Typical office environment. Equipment includes emergency 9-1-1 public safety answering point computer, a computer aided dispatch system, and various program allowing retrieval of information from other law enforcement agencies.

**E. EDUCATION:** High school diploma or equivalent.

### F. EXPERIENCE: 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.

**G. SPECIALIZED KNOWLEDGE, SKILLS, ABILITIES:**

* Achievement of the P.O.S.T. Dispatcher certificate.
* Must pass thorough background check, physical and psychological medical examinations, drug test, and related requirements.
* 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.
* Working knowledge of public safety-related agencies and the respective communications protocols.
* Working knowledge of and ability to use applicable computerized and automated dispatch and law enforcement systems and databases to enter, research and retrieve data as necessary.
* 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 directions 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.
* A background check (which may include: checks of employment records, education records, criminal records, civil records, motor vehicle records, professional licenses, and sex offender registries, as position requires) must be completed satisfactorily before any candidate can be offered a position with the CSU.

**H. PREFERRED QUALIFICATIONS:**

**I. SENSITIVE POSITION CRITERIA (please check ALL boxes that apply to the position):**

[ ]  This position will be responsible for the care, safety and security of people (including direct contact with children and minors), animals and CSU property.

[ ]  This position will have authority to commit financial resources of the university through contracts greater than $10,000.

[ ]  This position will have access to, or control over, cash, checks, credit cards, and/or credit card account information.

[ ]  This position will have responsibility or access/possession of building master or sub-master keys for building access.

[ ]  This position will have access to controlled or hazardous substances.

[ ]  This position will have access to and responsibility for detailed personally identifiable Level 1 information about students, faculty, staff, or alumni that is protected, personal, or sensitive. (For examples of Level 1, 2, and 3 Data, please see [CSU Policy 8065](http://www.calstate.edu/icsuam/sections/8000/8065_FINAL_DRAFT_Data_Classification_CW_V4.pdf).)

[ ]  This position will have control over campus business processes, either through functional roles or system security access.

[ ]  This position will have responsibilities that require the employee to possess a license, degree, or credential or other certification in order to meet minimum job qualifications and/or to qualify for continued employment.

[ ]  This position will have responsibility for driving or operating vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death.

[ ]  None of the above are applicable to the position.

[x] *The incumbent is considered a General mandated reporter under the California Child Abuse and Neglect Reporting Act, updated July 2017, Penal Code Section 11165.7(a)[19 & 34] and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.*

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Employee Signature Date

|  |  |
| --- | --- |
| **J. ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to the following | Percentage of Time (%) |
|  |  |
|  |  |
|  |  |
|  |  |
|  | **100% TOTAL** |

**K. SIGNATURES:** (*Signature indicates that this is an accurate description of assigned duties.*)

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Employee Name Employee SignatureDate

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Supervisor Name Supervisor SignatureDate

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Dept Head/Area Manager Name Dept Head/Area Manager Signature Date