

Police Dispatcher I

California State University–San Marcos Police Department

Full-time, position with benefits
Salary Range: \$3,055 - \$4,366/ Month

Opening Date: January 13, 2009
Closing Date: June 30, 2009

California State University San Marcos has a great opportunity for you to build your career with a team whose vision is to become a nationally recognized leader in higher learning education administration. Come join our campus located in North San Diego County just 10 miles east of the beautiful Pacific coast and less than 40 miles north of downtown San Diego. California State University San Marcos was founded as the 20th campus in the California State University system, which now has 23 campuses.

We are a rapidly growing, diverse university with a commitment to employee training and development. Enrollment at California State University San Marcos has grown to over 9,100; it is projected to reach 11,000 by 2012-13. The university is organized in three colleges: arts and sciences, business administration and education. There are more than 15,000 California State University San Marcos graduates.

We offer an excellent benefits package which includes medical, dental, vision, long term health care, retirement plans, educational assistance, life insurance, 14 paid holidays each year, better than average vacation and sick leave benefits. We seek to hire the most talented, inspiring and dedicated professionals available. For more information about the University, visit the campus Web site at www.csusm.edu.

PURPOSE OF POSITION:

The University Police Department is responsible for maintaining a safe and secure environment for the university community of Cal State San Marcos. The department provides a 24-hour communication center staffed by Police Dispatchers. Police Dispatcher performs initial caller interrogation to determine the appropriate level of service needed in emergency situation and allocates appropriate personnel and resources to incidents. The dispatcher initiates fire, medical emergency, and non-emergency responses and response is provided by allied agencies. The dispatcher report to the Communications Manager and will be under the lead direction of the Police Sergeant.

MAJOR RESPONSIBILITIES: % of Time

- Dispatch Communications: 50%
- Record Keeping: 25%
- Public Safety Support: 25%

LIST OF TASKS FOR EACH MAJOR RESPONSIBILITY:

Dispatch Communications

A. Serve as department representative for emergency and life safety requests for assistance. Duties include but not limited to:

- Determine appropriate personnel and resources to dispatch to incidents
- Summarize information for broadcasting using clear, concise and appropriate language in an organized, complete and accurate manner
- Operate an emergency telephone system and serve as the primary answer point
- Answer and screen incoming calls to the police department, which involve conversing with crime victims, witnesses, and members of the public to elicit and record pertinent information

- Dispatch police officers for crimes in progress, medical assistance, fires, and/or other emergencies
- Call and contact fire and medical services
- Take appropriate action for life threatening situations
- Initiate appropriate action to contain and minimize emergencies
- Contact Facility Services and/or Environmental Health and Safety in accordance to emergency protocol
- Transmit and receive radio requests for or from department police officers and or other law enforcement representatives
- Answer and monitor campus emergency call boxes and elevator telephone lines
- Serve as the department representative for non-emergency public inquiries and requests for services or assistance. Duties include but not limited to:
- Answer business telephone lines
- Handle service requests and incident reports
- Handle and properly dispatch routine requests for services or assistance
- Refer persons to appropriate resources such as counseling services, domestic violence support services or victim/witness assistance
- Issue equipment to authorize campus safety/security individuals
- Assist with requests to unlock or secure campus facilities
- Coordinate the department's response to public inquiries and requests for services during routine business hours with the front counter
- Process and release Lost and Found items according to the department policy
- Operate and use equipment and systems associated with the communication center.

The equipment and systems includes but not limited to:

- Use multi-line telephone and related features: holding, transferring, etc.
- Operate Closed Circuit Television Cameras (CCTV)
- Operate Regional Communications System (RCS)
- Operate Computer Aided Dispatch System (CAD)
- Operate SUN/CLETS/ARJIS computer databases
- Operate police department and other emergency communications equipment to dispatch officer to call for service, critical incidents and emergencies; entering and retrieving data for police reports, activity logs and criminal information
- Operate the RCS recorder instant retrieval to search and retrieve data
- Report equipment failures and malfunctions. Take appropriate action to resolve equipment failures and malfunctions

Record Keeping

A. Utilize dispatch and law enforcement systems and databases (both computerized and manual) to maintain department files and reports, entering, recording, researching, and retrieving information.

- Update department warrant and due diligence information
- Enter and retrieve federal, state, and local law enforcement records data for police officer
- Obtain criminal history files and prepare information for officers
- Assist with processing departmental data and statistics. Process or update forms, logs, and lists as it relates to the communication operation.
- Record information for records and reports as required
- Compile and send reports to appropriate agencies
- Use the correct reports and forms
- Prepare supplementary reports as needed
- Ensure records and files are maintained in accordance with applicable laws and regulations
- Provide related clerical and/or administrative support to the department

Public Safety Support

- Monitor and operate the campus Card Access and Fire Alarm System. Duties include but not limited to:
 - Monitor and direct appropriate department response with accurate and necessary information
 - Unlock and lock doors from the access control/security computer
 - Monitor the fire control and alarm systems
 - Handle public complaint inquires, and requests for assistance in a courteous and efficient manner. Provide accurate information and initiate appropriate action.
 - Provide support to other safety and community service functions
 - Provide support and assistance to the campus parking program
- Maintain a working knowledge department operations, rules, regulations, and policies as it related to the communication center and dispatchers. This knowledge includes but not limited to:
 - Knowing and applying policies, rules, regulations and procedures for department employees
 - Maintain a specific knowledge of department general orders that apply to communications center and dispatchers
 - Follow the Department of Justice policies and procedures for criminal records and confidentiality
 - Follow the Department of Education policies and procedures for "Right to Know" requirements
 - Know the correct regulations and procedures for all law enforcement and criminal justice data base systems
 - Maintain a working knowledge of the California Penal Codes and Laws that relate to the assignment
- Perform generally related tasks as designated by the Communications Manager.
- Conduct equipment inventories
- Research information for reports

REQUIREMENTS OF POSITION:

- List education and experience required
- High school diploma or equivalent and one-year verifiable experience using a switchboard or two-way radio communication system in a law enforcement or comparable agency within the last ten years.
- Possess a valid California Driver's License.
- Must successfully pass a pre-employment written test related to essential dispatching skills, medical examination, drug screen and 10 year background investigation.
- Must successfully complete the Police Officers Standards and Training (P.O.S.T.) Dispatcher Course and test battery within one year of employment. Exemption : Any candidate who has: (1) successfully completed the Public Safety Dispatcher's Basic Course or passed the POST Basic Dispatcher Training Equivalency Examination during previous employment shall be exempt from the requirements
- Current work experience in a public safety agency preferred
- Possession of a current P.O.S.T. Public Safety Dispatcher certificate preferred.
- List knowledge, skills, and abilities required for this position.
- The ability to present, describe and summarize information orally using clear, concise and appropriate language in an organized manner and to derive the correct meaning from various types of information received orally (e.g. giving and understanding instructions, directions, descriptions, explanations, etc.).

- Working knowledge of legal codes, restrictions, and requirements; procedures and techniques for receiving complaints and calls for service, and for dispatching and communication with field units; information systems; public safety-related agencies and field units/personnel; agency rules and procedures; and equipment operating procedures.
- Working knowledge of personal computer operations systems, specifically Microsoft Windows and Microsoft Office programs including Word, Excel, Powerpoint and Outlook.
- The ability to learn applicable computerized automated dispatch programs, law enforcement software systems, and other databases to enter, research, and retrieve data as necessary.
- The 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. The ability to maintain the confidentiality of sensitive information.
- The ability to apply knowledge and logic to solve problems, make decisions, and set priorities (e.g. interpreting rules and procedures to determine the appropriate action to take in various situations). The ability to retain and recall important details, facts, and other information regarding recent events, descriptions, instructions, directions, etc.
- Ability to independently respond and act quickly, accurately evaluate information and situations, and make appropriate decisions 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.

To apply and view benefits summary: Please access our website at

<http://www.csusm.edu/about/employment.html>

under "Staff & Management Opportunities" click on "External Online Applicants". Hearing & speech impaired call our TDD at 760-750-3238. Job ID# 1261. California State University, San Marcos is an Equal Opportunity Employer and does not discriminate against persons on the basis of race, color, religion, national origin, sexual orientation, gender, marital status, age, disability or veteran's status.