

SENIOR POLICE DISPATCHER

DEFINITION

Assigns and reviews the work of Police Dispatchers assigned to the District Police Communications Center regarding emergency situations through operation of the Computer-Aided Dispatching system to dispatch patrol units.

TYPICAL DUTIES

- Determines the urgency of and appropriate response to alarms and reports crimes in progress and imparts approved alarm response information to law enforcement personnel, District personnel, and the public.
- Advises Police Dispatchers who dispatch police units and advise other emergency response personnel such as law enforcement agencies, fire departments, or medical units for support as needed.
- Monitors the Security Information Management System (SIMS) located in District schools and offices for intrusion alarm activity and makes reports on whether alarms are operational or malfunctioning and arranges for service as needed.
- Oversees the handling of service request calls made by various District personnel during and after school hours and notifies and schedules emergency workers as needed.
- Monitors calls received by Police Dispatchers to assess performance and provide guidance on corrective action needed to ensure that proper procedures are followed and quality service is provided.
- Handles complex problems with hostile callers or with difficult responses and directs staff during emergency situations.
- Operates and monitors telephone and radio equipment in a communications console to receive and respond to requests for assistance from school police and mobile units regarding criminal activities, suspicious activities, and requests for police services at District schools and property.
- Provides orientation and training to new dispatch employees and assists with the preparation and review of materials for inclusion in the training manual and procedure guide.
- Inputs, updates, and extracts data from various databases including the LAUSD My Integrated Student Information System and law enforcement databases to retrieve student and criminal information to respond to inquiries and prepare reports.
- Uses plot plans for alarm locations on school campuses and facilities to dispatch officers.
- Reports suspected SIMS and other equipment malfunctions to technical personnel.
- Completes reports regarding motor vehicle vandalism and listens to dispatch tapes during investigations.
- Verifies validity of Civic Center Permits.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Senior Police Dispatcher provides work direction to Police Dispatchers during an assigned shift and participates in monitoring alarm systems; initiates, receives, and relays radio messages; and dispatches School Police patrol units.

A Supervising Police Dispatcher supervises Senior Police Dispatchers and Police Dispatchers in monitoring intrusion alarm systems, dispatching District patrol units and local emergency service personnel, and relaying radio communications from the District Police Communications Center to or from patrol units and other agencies.

A Police Dispatcher exercises independent thinking and judgment when receiving and responding to calls and to signals from intrusion and other alarms in schools and offices; initiates, receives, and relays radio messages; and dispatches School Police patrol units.

SUPERVISION

General supervision is received from a Supervising Police Dispatcher. Work direction is exercised over Police Dispatchers on an assigned shift.

CLASS QUALIFICATIONS

Knowledge of:

- Organization, operation, policies and procedures of the District School Police Department
- Terminology and codes used by police and emergency personnel
- Geographic area and locations of schools and offices in the District
- Organizational hierarchy, key personnel, and respective responsibilities within the District
- Emergency procedures and safety practices implemented by the District
- Federal Communications Commission regulations pertaining to conversations permitted on two-way radio systems
- Characteristics and applicable history of a variety of district intrusion-alarm systems
- Various database systems including the District's Computer-Aided Dispatching system, the Justice Data Interface Controller, the National Crime Information Center, and the LAUSD My Integrated Student Information System
- Correct spelling, punctuation, and grammar
- Training practices

Ability to:

- Use a Computer-Aided Dispatching system and Security Information Management System computer terminal for security alarm systems
- Effectively provide training, orientation, coordination, and guidance to staff
- Perform multiple-tasks, exercise sound judgment, and make quick decisions in emergency situations
- Exercise discretion in the handling of confidential information
- Maintain a high level of production and work at a fast pace
- Memorize and apply police radio codes and police terminology
- Quickly and accurately extract, summarize, input, and relay pertinent information and make concise log entries
- Accurately retain and recollect detailed information and maintain detailed records from a variety of sources
- Read plot plans
- Communicate effectively and concisely, both orally and in writing
- Deal tactfully with District employees and the public over the phone
- Perform clerical work
- Operate a computer
- Remain calm under pressure and in stressful situations

Special Physical Requirements:

Oral and aural communications skills for two-way radio transmissions
Ability to accurately type 5500 key strokes per hour

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in radio communications from an accredited college or university and data entry courses.

Candidates are required to possess current State of California P.O.S.T. Public Safety Dispatcher certification, which is renewed every two years.

Experience:

Two years of full-time experience involving the operation of a Computer-Aided Dispatch radio communication system, a computerized alarm system monitor, and a two-way radio console.

Special:

Willingness to work a flexible schedule, including any shift and day of the week, holidays, and weekends.

Appointment is subject to fingerprinting, a review of conviction record, and a background investigation.

A valid California Driver License and use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised with Title Change

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JPK