

POLICE DISPATCHER

DEFINITION

Receives, monitors, prioritizes, and responds to emergency calls in the District's Police Communications Center through the operation of the Computer-Aided Dispatching system to dispatch patrol units.

TYPICAL DUTIES

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. Monitors the Security Information Management System (SIMS) located in District schools and offices for intrusion alarm activity; inputs new data; updates existing data; makes reports on whether alarms are operating or malfunctioning; and submits requests for alarm service as needed. Answers telephone inquiries, responds to reports of vandalism, break-ins, fires, and suspicious activities. Elicits necessary information regarding routine and emergency situations and rephrases situations succinctly for computer-aided dispatch calls to police, paramedics, and tow trucks. Dispatches police patrol units and contacts other emergency response personnel such as other law enforcement agencies, fire departments, or medical units for support as needed. Prepares summaries of information obtained from District and other agency police officers, posts data and maintains logs of calls, and prepares reports of incidents. Imparts and disseminates approved information to the public and District personnel. Uses plot plans for alarm locations on school campuses and facilities to dispatch officers. Retrieves information from various databases including the My Integrated Student Information System (MiSiS), the Justice Data Interface Controller, and the National Crime Information Center to retrieve sensitive student and criminal information. Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

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.

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 Radiotelephone Operator uses a voice radio transmitter to receive, transmit, and relay information between radio units of the Transportation Services Division.

SUPERVISION

General supervision is received from a Supervising Police Dispatcher. Work direction is received from a Senior Police Dispatcher.

CLASS QUALIFICATIONS

Knowledge of:

- Organization, operation, policies, and procedures of the School Police Department
- Terminology and codes used by police and emergency personnel
- Geographic area and locations of schools and offices within 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
- Data retrieval from 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

Ability to:

- Use a Computer-Aided Dispatching system and Security Information Management System computer terminal for security alarm systems
- Perform multiple tasks, exercise sound judgment, and make quick decision 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, retain, recollect, input, and relay pertinent information from a variety of sources and make concise log entries
- Read plot plans
- Communicate effectively and concisely, both orally and in writing
- Deal tactfully with District employees and the public over the phone
- Perform routine clerical work
- Operate a computer
- Remain calm under pressure and in stressful situations

Special Physical Requirements:

- Oral and aural communication 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.

Experience:

Six months of paid experience in performing clerical work that included using a keyboard and providing customer service over the phone.

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