

CLASS TITLE: SAFETY DISPATCHER

BASIC FUNCTION:

Under the direction of an assigned supervisor, provide dispatching services via a dispatch radio system to the public safety officers in the field, cadets, parking enforcement officers, and Disabled Student Programs and Services cart service. Process department incoming calls, answer questions pertaining to citations, citation appeals, reports, and parking permits. Provide routine and confidential clerical services to the department; provide information to students, staff, faculty, and public.

DISTINGUISHING CHARACTERISTICS:

This position is the primary point of contact for the Bakersfield College campus for any emergency to life or property. Responsible for determining the level of emergency response and coordinating campus staff response. The College Safety Dispatcher is expected to function autonomously but is under the general supervision of the assigned supervisor. The Dispatcher uses judgement and frequently works under considerable pressure caused by emergency conditions which they are expected to review, prioritize quickly, and make decisions immediately.

REPRESENTATIVE DUTIES:

Operate the campus telephone system, including any integrated Telecommunications Device for the Deaf (TDD) systems. *E*

In accordance with Federal Communications Commission regulations, standard public safety dispatching guidelines, and college department policies and procedures, communicate by two-way radio with public safety officers, cadets, parking enforcement officers, other mutual aid as needed, and other campus departments. Relay and coordinate information and provide support to all field units. *E*

Provide oversight, direction, and training for assigned student employees. *E*

Monitor, prioritize, and coordinate public safety officers, cadets, and other mutual aid as needed utilizing a Computer Aided Dispatch (CAD) system to keep detailed records of calls received, units dispatched, and agency-initiated activity. *E*

Update and maintain data communications systems in the dispatch center while collaborating with vendors and appropriate personnel as needed. *E*

Directly responsible for making rapid decisions and prioritizing incoming calls. *E*

Receive all emergency calls on campus landlines, wireless emergency lines, and elevators. Answers multiple non-emergency lines and calls for assistance; provides routine information to the public and directs calls to other staff. Maintain emotional self-control and confidentiality. Utilize discretion when interviewing callers during emergency and non-emergency incidents. *E*

Coordinates functionality of elevator and telephone systems with the Information Technology department, state inspections, and appropriate personnel when necessary. Assists in updates and troubleshooting when necessary. *E*

Assist in coordinating notifications regarding college-wide public safety announcements to the public, students, and employees. *E*

Recognize, understand, and evaluate emergency/urgent situations and quickly relay information as received to assist in coordinating a response with public safety officers, campus departments, and other mutual aid as needed. Exercise proper judgment in emergency situations for which established procedures may not exist. *E*

Participate in the coordination, maintenance, and organization of the Incident Command Center (ICC). Coordinate the college response to college emergencies from the college safety dispatch center or mobile dispatch center when necessary. *E*

Perform general clerical support functions for college safety administration, including typing, proofreading, filing, and checking and recording information. Compile information and data for statistical reports. Type and assemble reports, manuals, newsletters, and other materials and distribute them to staff. *E*

Assist in the training of dispatch personnel. Recommend improvements in workflow, procedures, and the use of dispatch equipment. *E*

Monitor and maintain inventory of assigned emergency supplies. Ensure the operation of emergency communication and recording devices, contacting appropriate personnel for troubleshooting and/or repairs when necessary. *E*

Coordinate and maintain the lost-and-found record system. Coordinate disposal and/or destruction of lost-and-found items following departmental policy, district policy, and applicable state law. *E*

Respond to various campus cameras and alarm systems. *E*

Exercise proper judgment in emergency situations for which established procedures may not exist. *E*

Provide public information and directions regarding departmental procedures, policies, and

practices including but not limited to requesting public safety reports, filing commendations and complaints against departmental employees, ride-a-longs, and other services provided. *E*

Monitor the campus access control system (control locking and unlocking of doors as instructed or as necessary) and security camera system. *E*

Monitor and respond to various campus camera and alarm systems. *E*

Generate a Daily Crime Log for the public to review per the Clery Act. Update various references, geographical list, and alarm database information. *E*

Perform informational searches in the CAD System and other computerized databases for officers in the field and internal processing. *E*

Coordinate department webpage updates and corrections with the appropriate departments. *E*

Perform related duties as assigned. *E*

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Principles and procedures of public safety dispatching, including operation of CAD software applications.

Pertinent federal, state, and local codes, laws, and regulations.

Basic principles of business letter writing and basic report preparation.

Principles, practices, and procedures of basic statistical and administrative record keeping.

Computer operation and use.

Basic principles and techniques used in public relations, including methods and techniques of proper telephone etiquette.

Professional customer service objectives and strategies.

Interpersonal skills, including tact, patience, and courtesy.

ABILITY TO:

Read, interpret, and relay information obtained from the CAD system to officers in the field in a concise logical format, and use the necessary radio code.

Use a radio system by alerting acknowledgement and applying the Federal Communications Commission (FCC) regulations with all transmissions.

Learn all aspects of the operation and procedures of the Public Safety Department and common practices of police and fire departments, EMS, campus emergency preparedness protocol as well as familiarity with criminal and civil law, college regulations, vehicle code and municipal ordinances, college citation processing system, citation appeal process, and student code of conduct process.

Maintain excellent concentration, perform multiple tasks simultaneously while working with numerous interruptions and noise.

Work independently, use good judgment, and quickly make decisions based on available information.

Perform a variety of office support, clerical duties, and activities of a general and specialized nature involving independent judgement in the interpretation, application, or modification of existing procedures within well-defined guidelines.

Work under steady pressure with frequent interruptions and a high degree of contact by phone or in person.

Use computer devices, emergency responder radio systems, telephones, and alarm and security camera monitoring systems.

Learn, interpret, and apply the policies and procedures of the department and district.

Communicate clearly both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Read, interpret, and relay building floorplans utilizing cardinal directions to officers in the field.

Demonstrate sensitivity to and understanding of the diverse, academic, socio-economic, cultural, ethnic, sexual orientation, and disability backgrounds of community college students and employees.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of customer service work experience.

LICENSES AND OTHER REQUIREMENTS:

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at the time of appointment, or the ability to arrange necessary and timely, reliable transportation for field travel

Candidates must have a current California Peace Officers Standards Training (POST) Entry Level Test/T-Score of 42% or better (OR) one year experience in dispatching work involving the operation of radio communications equipment and ability to obtain POST Certificate within one year of employment.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

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| 1. | Seldom = Less than 25 percent | 3. | Often = 51-75 percent |
| 2. | Occasional = 25-50 percent | 4. | Very Frequent = 76 percent and above |

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| <u>4</u> | a. Ability to work at a desk, conference table or in meetings of various configurations. |
| <u>1</u> | b. Ability to stand for extended periods of time. |
| <u>4</u> | c. Ability to sit for extended periods of time. |
| <u>4</u> | d. Ability to see for purposes of reading printed matter. |

- 4 e. Ability to hear and understand speech at normal levels.
- 4 f. Ability to communicate so others will be able to clearly understand a normal conversation.
- 1 g. Ability to lift 20 Lbs.
- 1 h. Ability to carry 20 Lbs.
- 4 j. Ability to operate a two-way radio system
- 4 k. Ability to remain calm in stressful situations and perform your job duties.
- 4 l. Ability to speak with hostile or frantic individuals over the phone by calming them down and obtaining the necessary information and solving the problem.

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.