

CLASS TITLE: PUBLIC 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. Independently responsible for determining level of emergency response and coordinating campus staff response. The Public Safety Dispatcher is expected to function autonomously, but is under the general supervision of the Chief of Public Safety. 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*

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*

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

Receive all emergency calls on campus; land-line and wireless emergency lines and elevators. *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. *E*

CONTINUED REPRESENTATIVE DUTIES:

Maintain emotional self-control and confidentiality. Utilize discretion when interviewing callers during emergency and non-emergency incidents. *E*

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

Enter, read, interpret, query and relay information obtained from the CAD system and other databases, to officers in the field, in accordance with the College and department policies and procedures. *E*

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

Provide public information and directions regarding departmental procedures 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.

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

Generate a Daily Crime Log for the public to review per the Clery Act. Update various references, geographical list, alarm data base information.

Perform informational searches in the CAD System and other computerized data bases for officers in the field and internal processing.

Other duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Computer operation and use
Telephone, office, two-way radios and online etiquette
College customer service objectives and strategies.

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KNOWLEDGE AND ABILITIES:

ABILITY TO:

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; possess the ability to use a radio system by alert acknowledgement and apply the FCC regulations with all transmissions; have thorough knowledge or ability to learn all aspects of the operation and procedures of the Public Safety Department, and common practices of Police, 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.

Ability to maintain excellent concentration, perform multiple tasks simultaneously while working with numerous interruptions and noise.

Ability to work independently, use good judgment and quickly make decisions based on available information.

Applicants must have excellent verbal and written skills, the ability to use computer devices, emergency responder radio systems, telephones, and alarm and security camera monitoring systems.

Type at a speed of not less than 40 words per minute and present an official typing certificate that meets or exceeds 40 words per minute.

Ability to learn, interpret and apply the policies and procedures of the department and district.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of experience in dispatching

LICENSES AND OTHER REQUIREMENTS:

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at 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.

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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. |
| <u>4</u> | e. Ability to hear and understand speech at normal levels. |
| <u>4</u> | f. Ability to communicate so others will be able to clearly understand a normal conversation. |
| <u>1</u> | g. Ability to lift 20 Lbs. |
| <u>1</u> | h. Ability to carry 20 Lbs. |
| <u>4</u> | j. Ability to operate a two way radio system |
| <u>4</u> | k. Ability to remain calm in stressful situations and preform your job duties. |
| <u>1</u> | l. Ability to speak with hostile or frantic individuals over the phone by calming the 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.