

CITY OF CLEARLAKE

DISPATCHER AIDE

DEFINITION

To aid the on duty dispatcher in performing a variety of complex duties involved in the receipt and dispatching of calls for emergency and non-emergency law enforcement and other assistance; and to perform a variety of general clerical duties in support of the Police Department. May on occasion be required to work unassisted. Position is ideal for an individual seeking training in dispatcher/clerk position.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Assist in the response to service calls from the public requesting law enforcement or other emergency and non-emergency services; determine nature and location of emergency, determine priority and dispatch emergency units as necessary and in accordance with the established procedures of the Clearlake Police Department Dispatch Center.

Assist in maintaining contact with all units on assignment; maintaining status and location of law enforcement field units; maintaining daily log of all field calls and units dispatched.

Assist with teletype machine operation to enter, modify, update and retrieve data such as stolen and recovered property, driver license and vehicles registration information, and warrants on wanted persons.

Assist in the use of telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement agencies.

On an as needed basis, receive and respond to, document requests for warrants and Division of Motor Vehicles print-outs; verify, type and file warrants; document vehicle impound information.

Assist with typing, recording and filing of a wide variety of police records, reports, and materials including memos, letters, financial reports, complaints, declarations, fingerprint cards and index cards on bookings, warrants, citations, crime and traffic reports, and bad checks and forgery files.

Sort, file, copy and distribute crime reports, traffic reports, citations, petitions, and other materials to appropriate personnel.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Assist department personnel and the public in person and by phone performing record checks, issuing permits and collecting fees, and mailing out requested reports to outside agencies in

accordance with established regulations, and providing general information regarding department policies, procedures and regulations.

Maintain confidentiality of any and all sensitive information accessed while performing assigned duties.

Assist in assembling, coding, recording and summarizing a variety of police record data including serious crime offenses, stolen vehicles, crime reports, booking sheets and file interrogation cards.

Assist department personnel in performing a variety of record keeping, filing, indexing and other general clerical work; maintain a variety of automated and manual logs, records and files relating to public safety activities.

Generally assist in the monitoring of building activity; doorways; prisoners in cells; and children awaiting retrieval.

Operate various equipment including multi-line telephones, multi-channel two-way radio, computer, teletype, typewriter, computer, 911 emergency, and other communications equipment.

OTHER JOB RELATED DUTIES

Perform related duties and responsibilities as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Modern office procedures, methods and computer equipment.

Correct English usage, spelling, punctuation and grammar.

Skill to:

Operate a computer terminal, teletype and other office equipment.

Ability to:

Express demonstrated confidence to work unassisted when necessary.

Work under pressure, exercise good judgment and make sound decisions in emergency situations.

Learn policies and procedures of receiving, processing, and dispatching emergency calls.

Learn basic communications rules and regulations governing the operation of radio transmitting and receiving systems.

Learn standard radio broadcasting and dispatch procedures and rules.

Learn the geographic features and streets within the area served.

Learn principles and procedures of record keeping including the maintenance and security of police communications reports.

Learn general law enforcement codes, practices and methods.

Effectively communicate with and elicit information from upset and irate citizens.

Type accurately at a speed necessary for successful job performance.

Understand and follow oral and written instructions.

Work various shifts as assigned in a highly structured environment.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Some experience operating computers is necessary.

Demonstrated dependability on past employment as per references.

Training:

Equivalent to the completion of the twelfth grade supplemented by general clerical experience.

License or Certificate:

Possession of, or ability to obtain within specified time line, a P.O.S.T. Dispatcher Certificate.

Special Requirements:

Essential duties require the following physical abilities and work environment:

Ability to sit for long periods of time and reach; availability for shift work.

Perform multiple activities simultaneously and work with frequent interruption.

Effective Date: February 1, 1998