

Police Communications Dispatcher
State Center Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=247328>

Downloaded On: Oct. 19, 2024 1:16pm

Posted Oct. 18, 2024, set to expire Nov. 7, 2024

Job Title	Police Communications Dispatcher
Department	
Institution	State Center Community College District Fresno, California
Date Posted	Oct. 18, 2024
Application Deadline	11/07/2024
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
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Job Description

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Police Communications Dispatcher

Salary: \$51,620.00 - \$63,486.00 Annually

Location: District Operations - Fresno, CA

Job Type: Permanent

Division: DO Operations

Job Number: 2024087

Closing: 11/7/2024 11:59 PM Pacific

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General Purpose

Under general supervision, receives, evaluates severity and prioritizes emergency and non-emergency calls for service; dispatches appropriate first responders or transfers calls to appropriate agency; monitors surveillance and alarm systems; coordinates with officers and other agencies during in-progress calls and regional incidents; provides front-counter and general clerical support; and performs related duties as assigned.

Essential Duties & Responsibilities

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Operates radio and automated telephone and computer-aided dispatch (CAD) systems to receive and transmit routine and emergency calls from the public; evaluates, prioritizes and sequences incoming information and determines nature and priority of calls and/or transfers calls to the appropriate agency; dispatches police personnel and equipment to incidents according to established procedures.
- Maintains radio contact with police units on assignments; notifies other departments of needed support services; monitors radio frequencies for mutual aid; notifies other jurisdictions when coordination is needed; responds to field unit requests via radio or telephone for information; receives, enters and relays to field units situational information such as suspect descriptions, location updates and location of other responders.
- Performs vehicle, record and warrant checks and operates the California Law Enforcement Telecommunications System (CLETS) and accesses National Crime Information Service and Stolen Vehicle Systems.
- Monitors fire alarms, surveillance and other alarms for all District facilities and notifies appropriate District personnel.
- Provides front counter and general clerical support, including purchase requisitions and travel expense forms; processes live scan fingerprints and assigns key fobs to employees; maintains a variety of statistical logs, records and reports; data enters citations, police reports and calls for service; assists with department payroll processes and submission of human resources documents.
- Demonstrates sensitivity to and understanding of historically minoritized groups and participates in professional development activities to increase cultural competency to enhance equity-minded practices within the District.

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OTHER DUTIES

- Provides day-to-day guidance to student aides; monitors work for completeness and conformance with all legal/regulatory requirements/standards; provides information, instruction and training on work procedures and requirements.
- Provides assistance in the operation of the District's parking permit system; answers questions regarding the parking citation program and may collect payments.
- Performs related duties as assigned.

Employment Standards / Minimum Qualifications

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Computer-aided dispatch terminal, two-way radio, computerized mapping system and other computer programs used to research and obtain information.
- Proper operation and care of radio and telephone equipment and operational characteristics of emergency communication system equipment.
- Law enforcement codes, terminology, phonetic alphabet, procedures and practices.
- District campuses and regional geography, street names, locales and map usage.
- Operations, services and activities of a police department within a multi-campus community college district.
- Methods and procedures used in police records management activities and systems.
- Common student needs, issues and concerns applicable to area of assignment.
- Federal, state and local laws, policies and directives applicable to areas of responsibility including the Family Educational Right to Privacy Act (FERPA), Sexual Registrant, National Institute Management System (NIMS), and DOJ and FCC requirements.
- Standard office practices and procedures, including recordkeeping and filing.
- Customer service practices and telephone etiquette.
- Practices and techniques of sound business communication; correct English usage, including spelling, grammar and punctuation.
- Safety policies and safe work practices applicable to the assignment.
- Uses and operations of scanners, phone systems, computers and standard business software.
- Basic practices and procedures for providing work guidance to student aides.

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Skills and Abilities to:

- Receive calls for emergency and non-emergency services, elicit information to assess situations from callers, many of whom are upset, distressed and not communicating clearly, and determine appropriate equipment and personnel to dispatch.
- Analyze situations as they occur and respond appropriately to ensure the protection of District employees, students, the public and police personnel.
- Operate and monitor a variety of communications equipment, including radio consoles, telephones and computer systems and related software.
- Broadcast clear, concise and specific instructions over the radio in a distinct, well-modulated voice.
- Simultaneously listen, enter key information quickly and accurately, and respond during difficult or traumatic situations.
- Sit for long periods of time, work rapidly under stress and exercise good judgment in emergency situations.
- Administer and explain the administration of emergency first aid.
- Effectively engage and support historically minoritized groups by addressing issues of equity and improving culturally responsive service-oriented practices.
- Communicate effectively, both orally and in writing.
- Understand and follow written and oral instructions.
- Operate a computer and use standard business software.
- Establish and maintain effective working relationships with all those encountered in the course of work.

EDUCATION AND EXPERIENCE

Graduation from high school or GED equivalent, at least 18 years of age, and one year of clerical experience; or an equivalent combination of training and experience. Experience in law enforcement, emergency services or public safety dispatching is preferred.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS

A valid California driver's license and the ability to maintain insurability under the District's vehicle insurance program.

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Enrollment in and successful completion of the California P.O.S.T Basic Public Safety Dispatcher Course during the probationary period. P.O.S.T Certificate must be maintained as a condition of continued employment.

Successful completion of a POST-approved comprehensive background investigation is required, including a review of employment history, criminal conviction record, credit history, use of intoxicants and/or other controlled substances.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, the employee is regularly required to walk and stand; use hands to finger, handle, feel and operate objects, tools and controls; reach with hands and arms; perform repetitive movements of hands and wrists; and sit for extended periods in a restricted area. The employee is required to talk and hear in person and by telephone and radio. The employee is frequently required to lift up to 10 pounds.

Specific vision abilities required for this job include close vision, distance vision, use of both eyes, depth perception, color vision and the ability to adjust focus..

Mental Demands

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; deals with constant interruptions and multiple concurrent tasks in high-stress situations; responds to life-threatening, emergency situations; carefully observes and interprets people, conditions and situations; and interacts with others encountered in the course of work, including frequent contact with District employees, students, the public and dissatisfied/abusive individuals.

WORKING ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties of this class. Reasonable accommodations may be

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made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions subject to frequent interruptions and contact from outside the department; and intermittent exposure to individuals acting in a disagreeable fashion.

The employee may be required to travel to locations other than assigned work site and to adjust to work schedule changes and requirements to work overtime.

Assessment Process

APPLICATION SUBMISSION

To move forward in the selection process, you must complete an online application through our web site at <http://www.schooljobs.com/careers/scccd>. Please attach to your application a copy of your degree or transcripts (including when degree was awarded) or your application may be considered incomplete. Resumes may also be uploaded but cannot be used in lieu of a completed application.

ONCE YOU HAVE SUBMITTED YOUR APPLICATION YOU WILL NOT BE ABLE TO MAKE REVISIONS TO YOUR APPLICATION MATERIALS.

When completing the application, please make sure you include ALL current and previous employment in the Work Experience section of the application and complete ALL fields, including the name and contact information for your supervisors. Experience that is included in the resume but not in the Work Experience section of the application may not be considered for the purpose of determining whether you meet the minimum qualifications.

All required documents must be submitted by the applicant. Personnel Commission staff will not upload your documents for you. The State Center Community College District does not accept letters of recommendation for classified positions. Please do not attempt to attach letters of recommendation to your application.

APPLICATION REVIEW AND ASSESSMENTS

The application review process includes an evaluation of training and experience based on given application information and answers to supplemental questionnaire. Only the most qualified applicants, who pass the minimum qualifications review, will be invited to the assessment process.

The assessment process will also include an online competency assessment (50% weight) and an oral interview assessment (50% weight). Of those achieving a passing score on the competency assessment, only the most qualified candidates will be invited to the oral interview assessment.



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Passing score is 75% out of 100% on each assessment section.

INITIAL ASSESSMENT TENTATIVELY SCHEDULED AS FOLLOWS:

COMPETENCY ASSESSMENT: NOVEMBER 13, 2024

ORAL ASSESSMENT: NOVEMBER 22, 2024

The assessment process / assessment date is subject to change as needs dictate. All communication regarding this process will be delivered via email to the address listed on your application.

ELIGIBILITY LIST

Candidates who attain a passing score on each part of the assessment will be placed in rank order on a Districtwide Open-Competitive List. Using the same process, a separate Districtwide Promotional List will be established and both Lists will be used concurrently. Unless otherwise indicated, the eligibility list will be used to fill current vacancies in this classification districtwide for at least six months. **The current vacancy is with the District Office.**

PASSING THE ASSESSMENTS AND BEING PLACED ON THE ELIGIBILITY LIST DO NOT GUARANTEE AN OFFER OF EMPLOYMENT.

ACCOMMODATIONS

Individuals with disabilities requiring reasonable accommodation in the selection process must inform the State Center Community College District Personnel Commission Department in writing no later than the filing date stated on the announcement. Those applicants needing such accommodations should document this request including an explanation as to the type and extent of accommodation needed to participate in the selection process.

SCCCD is an equal opportunity employer committed to fostering innovation and inclusivity. We respond proactively to the diverse needs of the community and welcome individuals excited to join our District's purpose to support student success both locally and globally. United, we the faculty, classified professionals and administrators pledge to treat all applicants and employees fairly and equitably.

To apply, visit <https://www.schooljobs.com/careers/scccd/jobs/4697654/police-communications-dispatcher>



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Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

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