

POLICE DISPATCHER
San Jose/Evergreen Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=252092>

Downloaded On: Jan. 27, 2025 12:10am

Posted Jan. 24, 2025, set to expire Feb. 9, 2025

Job Title	POLICE DISPATCHER
Department	Staff
Institution	San Jose/Evergreen Community College District San Jose, California
Date Posted	Jan. 24, 2025
Application Deadline	02/09/2025
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Administration - Other
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POLICE DISPATCHER

San Jose/Evergreen Community College District

Close/First Review Date:02/09/2025

Work Location: District-wide

Position Description:

POSITION SUMMARY

POLICE DISPATCHER San Jose/Evergreen Community College District

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The Police Dispatcher reports to the Supervisor of Police Dispatch & Records, to be assigned Districtwide. This position is 12 months per year position; 40 hours per week. Work hours and schedule will vary

This position is represented by the California School Employees Association (CSEA), Chapter 363.

POSITION PURPOSE

Under the direction of assigned administrator, the Police Dispatcher receive emergency and non-urgent phone and radio calls for police assistance from students, staff, and the public on District property and safety. Contacts and dispatches police, maintenance and custodial personnel to incidents. Provides general clerical support to the department.

KEY DUTIES AND RESPONSIBILITIES

1. Receive calls and walk-in inquiries from students, staff, and the public by telephone or two-way radio regarding emergency and other situations. Determine the priority and respondent for all calls. Contact, inform, and dispatch Police Officers or others as appropriate of situation.
2. Receive and respond to phone calls regarding alarms, injury, accident, disturbance, bomb threats, or suspicious persons on campus.
3. Maintain two-way radio contact with all individuals and teams on assignments, including campus Police Officers, Traffic Officers, custodial and maintenance personnel.
4. Coordinate emergency calls and relays information and assistance requests involving emergency services from other jurisdictions.
5. Order ambulances and tow trucks or contacts the appropriate agency for extended assistance.
6. Receive reports and communicate facilities maintenance problems to custodial, grounds, or maintenance personnel.
7. Monitor fire and intrusion alarm systems. Locate and dispatch officers or other staff as appropriate.
8. Receive and verify permanent information from campus police records. Enter and update information onto related database and programs.

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9. Request information as necessary related to wanted persons, stolen vehicles and property, vehicle registration, and other information from other public safety agencies and law enforcement databases.
10. Prepare control logs, routine letters, memos and reports; maintain files and statistics of citations. Maintain a variety of departmental files.
11. Maintain, verify, log and print parking permits to staff, visitors including contractors; ensure that the visitors are verified and have proper credential to be on campus.
12. Receive, inventory, and control lost and found articles. Dispose lost and found articles after preset times and according to established policy.
13. Periodically test and inspect communications equipment. Initiate service request to third party vendors when access control system malfunctions.
14. Ensure voice recorders are in working order. Insert, start, and change recording tapes on a regular basis. Maintain a secure area for recording tapes.
15. Receive, maintain, distribute and log keys, radios, and/or access control equipment for police, custodial, maintenance personnel and all other employees, including vendors and contractors.
16. Operate and monitor access control and alarm monitoring, security surveillance and key locks via access control and/or video management software.
17. Monitor electronic surveillance cameras. Provide footage of historic events to police officers and/or other agencies for prosecutorial purposes.
18. Ensure that the Emergency Notification System is populated with accurate information and initiate Emergency Alerts via the emergency notification system; monitor the database.
19. Perform fingerprinting for District employees and the public for employment purposes in conjunction with Livescan protocols.
20. Collect and process fingerprint fees from the public, and balance daily funds that have been received.
21. Perform other duties related to the job classification.

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EMPLOYMENT STANDARD

Knowledge of:

1. Telecommunications equipment used in emergency and law enforcement communications including but not limited to, two-way radios and computer-aided telephone counsels.
2. Functions and departments of a college and the equipment used in law enforcement.
3. General office and clerical activities.
4. Human relation skills to exercise patience when dealing with others, interview callers for detailed information supporting the call, and to project a positive image of the department and college.
5. Sufficient math skill to compute totals, fractions, products, quotients, and basic statistics.

Skills and Ability to:

1. Carry out the assigned duties with minimal supervision.
2. Prepare clear and concise descriptions of work activity.
3. Communicate effectively, both orally and in writing.
4. Establish and maintain effective working relations with students, staff, and public, especially under stressful and urgent conditions.

Required Qualifications:

EDUCATION AND EXPERIENCE

1. A U.S. high school diploma, GED certificate, or high school equivalency certificate.
2. One year of clerical/call taker experience in a high volume customer service environment, preferably in a police, fire, or hospital environment.

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License and Certificate:

A valid California Drivers License.

Desired Qualifications:

1. Bilingual abilities, desirable.

Districts Diversity Requirements

- Demonstrated sensitivity, knowledge and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic background of groups historically underrepresented, and groups who may have experienced discrimination.
- Success integrating diversity as appropriate into the major duties outlined in the job description and in the duties listed in the Districts hiring policy; or demonstrated equivalent transferable skills to do so.

Salary Range:

\$75,559 - \$92,211 Annual Salary (Range 90: Classified Salary Schedule Fiscal Year 2024-2025). Starting placement is generally at Step 1.

Benefits:

Excellent fringe benefit package includes a pension, medical, dental, vision, EAP (employee assistance plan) and life insurance for employee and eligible dependents, and income protection. Voluntary plans include supplemental life insurance, Flexible Spending Accounts, 403b and 457 Deferred Compensation Accounts. Classified employees also receive vacation, 12 sick leave days and 20 paid holidays.

To be considered for this position please visit our web site and apply on line at the following link: <https://sjeccd.peopleadmin.com/>

About San Jose/Evergreen Community College District



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The District is represented by dedicated and talented employees who are passionate about providing our student population with the best educational experience possible. The District recognizes that cultural diversity in the academic environment promotes academic excellence; fosters cultural, racial and human understanding; provides positive roles models for all students, and creates an inclusive and supportive educational and work environment for its employees, students, and the community it serves.

As of fall 2017, with enrollment of approximately 18,500 per semester, and an extremely diverse student population (Hispanic/Latino 44%, Black/African-American 4%, Asian/Pacific Islander 32%, American Indian/Native American 0.5%, White/Caucasian 11%) attaining educational goals reflecting 45% - AA Degree and Transfer to a 4-Year College/ University, the Districts emphasis on student success makes it a recognized educational leader in the State.

The District encourages a diverse pool of applicants to serve as colleagues to an existing diverse group of managers, supervisors and confidential staff consisting of 29 % Hispanic/Latino, 13% Asian/Pacific Islander, 7% Black/African American, 23% White/Caucasian, and as well as encouraging applications from all qualified, outstanding applicants.

Contact Information

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

Contact

Staff

San Jose/Evergreen Community College District

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