

**San Jose · Evergreen Community College District  
Classified Job Description**

**Position:** Police Dispatcher

**Department:** Police

**Location:** District wide

**Date:** April 12, 2023

---

**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.
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.

## **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.

### **Experience and Education:**

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.
3. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender identity, sexual orientation, cultural, disability, and ethnic backgrounds of

the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

**License and Certificate:**

1. A valid California Driver's License.

**WORKINGS CONDITIONS**

**Physical Demands:**

1. Requires sufficient hand, arm, eye coordination to operate push button and keyboard-type equipment; sort and file documents; and operate common business machines.
2. Must be able to sit for extended periods of time.
3. Must have sufficient visual acuity to read words and numbers, recognize documents and people, and observe lighted displays.
4. Must be able to lift light-weight materials of less than 25 pounds.
5. Requires auditory ability to carry on conversations over the phone and in person.

Board Approved: 5/8/18 (reclassified from 62 to 75 effective 7/1/18); 11/12/19 (add livescan, change to Range 75 effective 11/13/19); 4/11/23 (updated duty #16, #17, Range change from 85 to 90)

Salary Range: 90

EEO Category: 2B3 – Technical/Paraprofessional