



POLICE DISPATCHER

JC: PE115
PG: 048
FLSA: Non-Exempt

BU: 21 (BPOA)
Created: July 1998
Revised: May 2004

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general supervision, receives emergency and non-emergency calls for service and dispatches police units or other police personnel; performs related work as assigned.

CLASS CHARACTERISTICS

This is a specialized police civilian class responsible for providing technical communications support for police activities including dispatching services in both emergency and routine situations, performing varied record keeping and similar work in support of police activities. This classification is distinguished from the Police Clerk series in that the primary responsibilities of Police Dispatchers relate to the operation of a computerized communication center.

REPORTS TO

Police Civilian Supervisor, Communications or designee.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Receives and prioritizes incoming 911 emergency and non-emergency telephone calls.
2. Operates radio to dispatch patrol units and other police personnel to crime scenes and other transit system emergencies and incidents.
3. Operates computer terminal to access a variety of police information.
4. Provides radio assistance and information to Police Officers.
5. Coordinates emergency response with other law enforcement agencies and emergency services.
6. Maintains service records and logs other computerized information.
7. Coordinates activities with those of central control for emergency train intercepts, power turn off and other revenue vehicle system emergencies.

8. Provides police-related telephone information to District patrons; answers telephone inquiries from other law enforcement agencies.
9. Notifies outside law enforcement agencies of crime and emergency incidents within their jurisdiction; assists in processing police warrants.
10. Provides records assistance to the Police Department's property and traffic units; monitors District system alarm calls and coordinates response.
11. Performs a variety of clerical duties, including typing on computer keyboard to input and retrieve automated internal records and local, state, and national criminal information.

QUALIFICATIONS

Knowledge of:

- Basic law enforcement terminology, rules and procedures
- Standard office practices and procedures, including filing and the operation of common office equipment
- Law enforcement dispatch policies and procedures

Skill/Ability in:

- Memorizing codes, names, locations and other detailed information; obtaining information from individuals in emergency situations
- Understanding and following oral and written directions
- Making rapid and sound independent judgments in emergency situations
- Using two-way radio communication equipment effectively
- Using an on-line computer to access a variety of information
- Working under periods of stress and dealing with multiple activities simultaneously
- Performing routine clerical duties
- Communicating tactfully and effectively with the public, including persons who may be emotional or difficult to understand
- Maintaining accurate files

MINIMUM QUALIFICATONS

Education:

Possession of a high school diploma, GED or recognized equivalent.

Experience:

The equivalent of one (1) year (full-time) verifiable experience in a position requiring extensive public contact, communication skills and effective interpersonal relationships. Previous experience with computer terminals and safety dispatching is desirable.

Other Requirements:

Must be able to successfully pass a detailed background investigation prior to appointment.

Must be able to work various shifts, weekends, holidays, and overtime.

Must type at 35 net wpm with no more than ten (10) errors.

Must be able to move quickly from one workstation to another and perform any

combination of duties or other related tasks at the same time.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Requires maintaining physical condition necessary for sitting for prolonged periods of time.

BART EEO-1 Job Group: 7700 – Police Civilians

Census Code: 5520 – Dispatchers

Safety Sensitive: No