



34009 ALVARADO-NILES ROAD
UNION CITY, CA 94587
(510) 471-3232

Police Dispatcher Clerk Trainee

DEFINITION:

Under immediate, then, (as proficiency increases) general supervision of the Lead Dispatcher, the incumbents in this classification dispatch Police and Fire Emergency Response Units and perform a wide variety of technical and clerical tasks in the Police Department; perform related work as required.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to the following:

- Answer emergency calls and alarms; evaluate the emergency situation; dispatch appropriate response units.
- Operate dispatch equipment including radios, computer, phones and related equipment; communicate with people with varying accents and differing degrees of fluency in English.
- Transmit, monitor, receive radio calls for police, fire, public works, and animal control in order to appropriately dispatch calls for service and coordinate field activities, monitor location and activity of staff.
- Coordinate multi- agency communication efforts such as pursuits, SNARE (Synchronized Neighboring Agency Response to an Emergency), helicopter responses, and hazardous material responses.
- Monitor intercom system and closed circuit T.V. to provide officer protection and general security surveillance.
- Conduct research through use of annual and computerized department records/ files and computerized/ telecommunication systems to assist police investigations.
- Provide insurance companies and private citizens with copies of police reports; collect fees and write receipts for reports and bail monies.
- Type Technical Services division's correspondence, forms, and statistical data.
- Develop, update, and maintain filing and record keeping systems alphabetically, chronologically and numerically; input and/or update computerized information.
- Gather information for documentation for police reports and/ or write narrative for specified reports.

- Provide verbal and written information to the general public regarding police and City services; assist in departmental tours; provide directions to city facilities.
- Answer, transfer, redirect non- emergency calls for service including the Telecommunications Device for the Deaf (TDD); take messages.

ABILITY TO:

Learn the operation of and efficiently operate radio, automated data system, and related equipment; follow written and oral instructions; think clearly, act promptly, and make sensible decisions in emergencies; use typewriter and computer; file alphabetically; chronologically and numerically; add, subtract, multiply, and divide; make change from a cash drawer; read and comprehend technical resources, equipment, and departmental manuals, policies, and directives; learn police department operation/ function; work rotating shifts, holidays, and weekends; perform several tasks simultaneously; sit for prolonged periods of time and hear and discern voices over the phone/ radio; schedule and organize work assignments and provide lead direction and training to subordinate employee.

EDUCATION AND EXPERIENCE:

Completion of the twelfth grade or its equivalent and one year experience in general clerical, computer input, or related field. Persons having other combinations of education, training, and/ or experience which have provided the knowledge, skills and abilities required, may apply. Possession of a P.O.S.T Dispatcher Certificate is highly desirable.

OTHER REQUIREMENTS:

1. Must possess a valid California Driver's License and have a satisfactory driving record
2. Possess a signed certificate verifying the ability to type at least 45 words per minute.
3. Successfully complete the P.O.S.T Dispatcher test (waived for those holding a P.O.S.T Dispatcher Certificate).
4. Applicants meeting the minimum qualifications will be invited to participate in an oral interview
5. Appointment is subject to successful completion of a Police Department oral interview, background investigation, polygraph, and psychological test.
6. Be at least 18 years of age at appointment.
7. Be able to prove United States citizenship.
8. Have no felony convictions.