



CLERK / DISPATCHER, SENIOR

Department:	Police	FLSA Status:	Non-Exempt
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GENERAL PURPOSE: Under general supervision of the Communications Supervisor, Coordinates and performs a variety of dispatch and general clerical functions on behalf of the Corcoran Police Department; prepares and maintains dispatch records; operates various types of communications equipment; assist with scheduling, the training program and assists the Communications Supervisor with the evaluation of employees; provides customer service to the public; and performs other related duties as required.

TYPICAL DUTIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Answers, logs, and processes emergency and non-emergency calls for service; evaluates and determines the nature, location, and priority of emergency incidents.
- Keeps all telecommunication manuals up to date in order to meet state guidelines.
- Assists with the resolution of internal and external complaints.
- Communicates policy changes to subordinates.
- Dispatches law enforcement personnel and appropriate equipment; monitors the locations, status, and safety of police units/personnel; relays instructions and information to police officers.
- Communicates and coordinates with outside agencies regarding the delivery of response services and/or other routine law enforcement matters.
- Operates various types of communications equipment including telephones, radio consoles, and computer systems; monitors emergency radio frequencies.
- Accesses and enters/updates information in various National, State, and local computer systems.
- Prepares and maintains a variety of dispatch records, logs, and reports; inputs after-hours records data.
- Answers and directs general business calls to appropriate staff members.
- Provides customer service and information to the public at the front counter; greets and directs visitors.
- Serves as primary point of contact for citizens requiring police services and/or other assistance.

JOB DESCRIPTION

Clerk/ Dispatcher, Senior

- Attends meetings in the absence of the Communications Supervisor.
- Prepares shift and training schedules.
- Acts as supervisor in the absence of the Communications Supervisor.
- Receives and receipts monies for Police Department fees, fines, and services.
- Processes documentation pertaining to the release of towed and/or stored vehicles.
- Assists in performing matron jail duties as required.
- Performs other related duties as assigned or required.

MINIMUM QUALIFICATIONS:

Education and Experience:

High School Diploma or equivalent; AND one year dispatch and/or general clerical experience involving contact with the public; OR an equivalent combination of education and experience.

Required Licenses or Certifications:

- Peace Officer Standards and Training (POST) Public Safety Dispatcher Certificate is required within one year of employment.
- Must possess a valid California Driver's License.

Required Knowledge of:

- Police Department operations, policies, and procedures.
- Principles and practices of public safety dispatch.
- Regulations governing public safety communications activities.
- Various types of communications equipment.
- Dispatch records, reports, and documentation.
- General office equipment and standard computer software applications.

Required Skill in:

- Coordinating and conducting a variety of public safety dispatch functions.
- Responding to calls for assistance and dispatching emergency response personnel.
- Preparing and maintaining accurate dispatch records, logs, and reports.
- Operating and maintaining various types of communications equipment.
- Performing general clerical duties and providing customer service at a front counter.
- Establishing and maintaining cooperative working relationships with other staff, outside agencies, and the general public.

Physical Demands / Work Environment:

- Work is performed in a public safety dispatch environment.
- Subject to sitting, standing, walking, bending, reaching, and lifting of objects up to 25 pounds.