



Job Code: 0625
FLSA: NE
Unit: PCEA
Revised: 6/96

SENIOR POLICE DISPATCHER

DEFINITION

The classification of Senior Police Dispatcher functions as a working supervisor. On an assigned shift, incumbents are responsible for supervising the work of Police Dispatchers and directly perform dispatching and records duties. Dispatch responsibilities principally concern Police Department units, but as necessary, include Public Works and Fire units. Work involves assignment to rotating shifts including weekends and holidays. Senior Police Dispatchers are subject to call-back at any time.

SUPERVISION RECEIVED/EXERCISED

Receives immediate supervision from the Police Support Services Manager when assigned the day watch or from other management supervisory personnel when assigned to other watches. Exercises supervisory responsibilities over Police Dispatcher.

TYPICAL DUTIES

1. Supervises subordinate personnel, to include: preparing work schedules, assigning work, coordinating workload and evaluating performance.
2. Assists in determining training needs of subordinate personnel; trains new and existing personnel.
3. Ensures compliance with City and department rules, policies and procedures.
4. Ensures communications and records management practices comply with local, state and federal regulations.
5. Answers emergency and non-emergency telephones and conducts interviews with callers to determine the nature of call, priority and appropriate response and/or action.
6. Dispatches Police Department units and, as necessary, Public Works and Fire units.

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7. Takes police reports and processes requests for information received both in person and by telephone or radio.
8. Performs a variety of clerical duties including: typing police reports; confirming warrants; taking reports from citizens; fingerprinting; and processing of applicable reports and records.
9. As necessary, assists in the processing and transport of prisoners which includes the performance of matron duties.
10. Operates a variety of equipment including typewriter, word processor and computer terminals.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Basic supervisory and personnel practices.
2. Accepted emergency dispatching record keeping and information gathering procedures.
3. Applicable federal, state and local regulations governing dispatching, record keeping, criminal information processing and release of information.
4. Applicable regulations and procedures governing processing of warrants, records, subpoenas, restraining orders, etc.
5. Dispatching, record keeping and criminal information processing equipment.

Skill to:

1. Effectively supervise an emergency and records management function on an assigned shift.
2. Comprehend and explain regulations regarding dispatching, record keeping, information collection and the processing and release of information.

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3. Communicate effectively, both verbally and in writing.

Education:

High school graduation.

Experience:

Three years of responsible police dispatching and records management experience.

License:

Valid Class C California driver's license.

Certificates:

Completion of Basic POST Dispatcher training and such other training or certification as may be required by the department.

(jd0625)