



DUTY STATEMENT

DIVISION	CLASSIFICATION	POSITION NUMBER (Agency-Unit-Class-Serial)		
Law Enforcement & Emergency Services (LEESD)	Communications Operator	549-807-1670-XXX		
DISTRICT/HQ SECTION	WORKING TITLE	CBID		
Telecommunications	Communications Operator	R07		
SECTOR/HQ UNIT	REPORTING LOCATION	INCUMBENT		
Northern Communications Center (Norcom)	Norcom, Rancho Cordova, CA			
STATE HOUSING	IMMEDIATE SUPERVISOR			
Housing not available	Communications Supervisor			
SENSITIVE POSITION DESIGNATION (Check if applicable)				
☒ Sensitive Position as designated by the Department per California Code of Regulation (CCR) 599.961				
POSITION DESCRIPTION				
Under the general supervision of the Northern Communications Center (NORCOM) Communications Supervisor, the Communications Operator performs skilled technical communications work in the operation of the VESTA telephone system and the NORCOM Communication System receiving and transmitting information by radio, telephone, and computer terminal. Incumbent exercises independent judgment in transmitting law enforcement information and responding to inquiries, complaints, and requests for emergency assistance. Incumbent is required to draw upon their extensive training, departmental policies and procedures, mandates, and laws governing a dispatcher's response and conduct when determining the appropriate action to take in any given situation while dispatching for multiple agencies such as, California State Parks (DPR), Department of Fish and Game (DFG), U.S. Fish and Wildlife (USFW). Performs multiple tasks simultaneously while working under stress and maintaining composure. Extracts critical information from incoming calls; differentiates between priority and emergency messages and initiates and follows through on responses; establishes priorities and takes appropriate action; determines the police officers and fire personnel's welfare from voice inflection; and anticipates the police officers and fire personnel's need for assistance.				
ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.				
ESSENTIAL FUNCTIONS:				
%	TASK/DUTIES			
50%	Public Safety and Enforcement Dispatching Gathers information via radio, telephone, computer terminal; uses independent judgment to assess, evaluate and prioritize requests for service; and determines appropriate procedure and necessary action. Accurately receive and record reports of medical, law enforcement, land and aquatic rescues, searches, and other emergencies from private citizens, other dispatch centers, field personnel, or allied agencies. Accurately locate the position of field units, victims, and emergencies, on topographic, street, and area maps. Accurately select correct radio frequencies, channels, mobile relays, transmitters, and receivers. Accurately interpret location information from the public, field units, and allied agencies. Accurately relay in a clear, concise manner, directions to field units and allied agencies. Dispatch gathered information, forwarding all pertinent details to field units or other appropriate personnel. Verify that dispatched information is acknowledged and document response. Requests emergency medical, law enforcement, fire, search and rescue, other allied agencies for emergency and non-emergency services. Contact appropriate personnel for any fire or other threat to state property. Make all appropriate notifications			

	according to protocols established for death, major accidents, and critical incidents according to Department Policy, DPR 978 (Serious Incident Notification). Contact tow companies for law enforcement storage/impound and private citizen requests. Contact animal control as required or requested by field personnel. Contact parents of unaccompanied minors as required or requested by field personnel. Promptly answer all dedicated DFG telephone lines as well as DPR business and emergency lines. Monitor numerous radio frequencies to communicate with other law enforcement agencies to provide assistance and/or information.
25%	Database Querying Obtains vital information through the use of California Law Enforcement Telecommunications System (CLETS), National Crime Information Center (NCIC), National Law Enforcement Telecommunications System (NLETS), California Justice Information System (CJIS), and Department of Motor Vehicles (DMV) Cal-Photo system. Accurately receive and process requests from appropriate personnel for information. Use the CLETS to make accurate entries, per DOJ standards, into the various systems used by the communications center to assist officers in the field. Accurately enter information/interpret responses from DMV regarding drivers license and vehicle registration information. Accurately enter/interpret impounded/stored/stolen vehicles and locates on found vehicles into the Stolen Vehicle System (SVS). Accurately enter contact messages into the Supervised Release File (SRF) for all parolees, probationers, and/or sex/arson registrants. Accurately enter locate information in the Missing and Unidentified Persons System (MUPS). Accurately enter/interpret found, stolen, or evidence property in the Automated Property System (APS). Accurately enter/interpret information received from Domestic Violence Restraining Orders (DVROS), such as the timely entry of an Emergency Protective Order (EPO). Accurately interpret/disseminate information received from the Criminal History System (CHS). Accurately interpret/confirm information received from the Wanted Persons System (WPS) relating to arrest warrants on a subject. Accurately enter/interpret found, lost, stolen, under observation, crime gun, destroyed, or evidence weapons in the Automated Firearms System (AFS).
15%	CAD System Operation Operates CAD system by accurately entering and/or updating information stored within the system. Accurately enter officer status, location, and public safety information. Record and maintain legible, accurate, and complete radio logs. Issue event numbers for crimes, accidents, and incidents. Accurately input information received from inquiries through CLETS, NCIS, and CJIS systems. Enter/Update field interview (FI) card file. Enter/Update GEO (location) file. Enter/Update Peace Officer contact information file. Maintains entries into the Californians Turn in Poachers and Polluters (Cal-tip) database. Receive information from callers transferred from the toll-free Cal-tip line. Accurately enter the information into the Cal-tip database to receive a Cal-tip number. Relay Cal-tip number and information to appropriate warden for the area. When Office of Spill Prevention and Response (OSPR) requests a warden to respond for a hazardous materials spill, dispatches appropriate warden for the area.
5%	Training Provides training for probationary dispatchers to a level consistent with the Commission on Peace Officer Standards and Training (POST) with focus placed on the specific needs of NORCOM. In order to comply with POST training requirements, all Communications Operators must attend 24 hours of training every 24 months.
MARGINAL FUNCTIONS:	
%	TASK/DUTIES
5%	Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs.
TYPICAL WORKING CONDITIONS	
TELEWORK DESIGNATION:	

This position is designated as NOT Telework Eligible.

SPECIAL REQUIREMENTS:

The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.

SUPERVISOR STATEMENT:

I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUNCTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT.

SUPERVISOR NAME (PRINT OR TYPE)	SUPERVISOR SIGNATURE	DATE

EMPLOYEE STATEMENT:

I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT.

EMPLOYEE NAME (PRINT OR TYPE)	EMPLOYEE SIGNATURE	DATE