DEPARTMENT OF DEVELOPMENTAL SERVICES
PROTECTIVE SERVICES BRANCH
PORTERVILLE DEVELOPMENTAL CENTER

DUTY STATEMENT

JOB TITLE: Communications Operator **POSITION #:** 472-290-1670-XXX

WORKING TITLE: Dispatcher **EMPLOYEE**:

Protective Services Branch (PSB) is a Law Enforcement Agency. For an applicant to be successfully appointed to this position, a background check must be performed, which includes interviews of employment and personal references; FBI, California DOJ and DMV clearance(s). The successful applicant must complete a notarized waiver for access to their personal records.

POSITION DESCRIPTION: Under the supervision of the Communications Supervisor or designee, the Communications Operator collaborates closely with Peace Officers and Fire Department personnel, when assigned, to support and advance the mission, values, and employee expectations of the PSB. The Communications Operator is responsible for dispatching police and fire units by multi-frequency radio systems, law enforcement telecommunications terminals, computer systems, fire department communication equipment, and related technology. This position receives and processes emergency and routine calls, exercises sound judgement in prioritizing incidents, determines appropriate resource allocation, and provides critical information to law enforcement personnel regarding warrants, driving records, and property related matters. The Communications Operator performs a variety of essential duties within PSB, including receiving, evaluating, and routing information to the appropriate personnel or agencies: determining the availability and location of patrol units; and dispatching the appropriate resources in a timely manner. Additional responsibilities include monitoring safety and security camera systems, operating sally port gates, overseeing employee alarm systems, and ensuring the functionality of security fence early warning systems. Detailed job assignments and specific responsibilities are outlined in applicable policies, procedures, and Post Orders.

SUPERVISION EXERCISED: No Supervision is exercised.

SUPERVISION RECEIVED: Reports directly to the Communications Supervisor at the facility may also be required to report to the Operational Lieutenant of PSB.

EXAMPLES OF DUTIES:

Essential Job Functions:

35% Take emergency and non-emergency calls for police, fire, medical and other related services over the telephone, or designated emergency telephone system, radio and other communications media. Classify incidents and establish dispatch priorities; dispatch police and fire units to public safety incidents; coordinate or transfer requests for emergency and non-emergency medical services with the facility staff, communities, and allied agencies. Coordinate with other agencies as required assisting field personnel in managing and resolving incidents; providing information to support officers and fire fighters in the field using a variety of computerized and manual information systems; providing telecommunications support, using the California Law Enforcement Telecommunications system (CLETS) and other local, regional and national databases.

Maintain appropriate record documentation verifying the validity of the information obtained via CLETS. Transfer calls to other units or agencies as warranted; monitor and broadcast on public safety radio channels; enter, update, modify and clear data inputted by PSB and other related information in CLETS, Computer Aided Dispatch (CAD) and other computer systems and databases as required. Utilize the designated facilities public address system, or other emergency notification system, to inform staff of emergency responses needed and emergency alerts.

Maintain a variety of logs as necessary; call out designated personnel and make other notifications as required. Perform limited communications equipment and work area maintenance; operate communications center equipment, which includes but is not limited to telephone; radios, computers, FAX machines, scanners and printers; and assist with other public safety duties as directed. Monitor safety and security camera systems, operates sally port gates, oversees employee alarm systems, and ensures the functionality of security fence early warning systems.

30% Secure and record accurate information as to the nature of reported problems and exact locations including maintaining an AWOL radio, if assigned, and activity log as well as the Department’s daily activity and radio logs in the (CAD) system. Operates CLETS computer terminal to obtain and verify information and prepare reports as directed.

Provide information and assistance to the public over the telephone; receive and calculate census counts; in coordination with the CLETS Coordinator and Communications Supervisor, update and maintain the CLETS Operations Manual, California Justice Information System (CJIS) Manual, National Crime Information Center (NCIC) Operations Manual and Code Manual. Maintain accurate and updated information on all callback numbers, pager numbers and telephone numbers within the facility; provide staff expertise and liaisons with other agencies as required. Conduct and coordinate equipment testing, with the Fire Department and PSB personnel. Coordinate and conduct daily sensor equipment testing on units and off-unit locations.

20% Assist in the training of personnel; perform dispatch and clerical tasks involving typing, filing and maintaining required records. Attend scheduled and voluntary training and updates to the other Communications Operators Manuals. Practice, following and knowing the policies and procedures related to job safety, including safety rules and regulations. Immediately notify a supervisor of any unsafe or problematic working conditions. All duties and tasks are to be carried out in an honest, ethical and professional manner, and are to be performed in conformance with applicable department policies and procedures.

10% Maintain relationship security in the work area; take effective action, per policy, of any suspected employee misconduct or boundary violations. Maintain open communication with all agency disciplines. Responsible for ensuring that personnel, visitors and the community are treated with dignity and respect, and they identify the language needs of individuals and utilize available bilingual resources to assist, when needed.

Marginal Job Functions:

5% Other related duties as required.

WORKING CONDITIONS: The Communication Operator works in a campus-like setting with multiple buildings and/or secure areas. The usual workday is eight (12) hours unless otherwise directed by the designated supervisor. The Communication Operator is required to work designated shifts and schedules. May also be required to work overtime and work designated assignments as determined by the operational needs of the department.

KNOWLEDGE AND ABILITIES:

Knowledge of: Alphanumeric sequences.

Ability to: Work under stress and maintain composure; follow instruction precisely; listen and translate what is heard into the appropriate action; speak English over the telephone quickly and be easily understood; adapt quickly to a variety of situations; act in an emergency situation; type and/or write rapidly and legibly; perform several functions simultaneously; hear in the presence of significant background noise; read and comprehend at the level required for the job; determine officer’s welfare from voice inflection; establish priorities and take appropriate action; extract critical information from incoming calls; recall a variety of situations and retain information; anticipate the officer's need for assistance; type; operate and monitor a multitude of frequencies and a variety of highly technical communication systems and equipment.

Speak clearly and precisely.
Exercise good judgment and make sound decisions in emergency situations.
Effectively communicate with and elicit information from upset and irate callers.
Exercise independent judgment and work with a minimum of supervision.

Read, analyze and interpret laws, code, rules and regulations
Follow oral and written directions.
Prioritize work from different communications sources (radio, telephone, and alarm monitoring software)

The ability, upon sponsorship by the PSB, to successfully complete the California POST Public Safety Dispatcher's Basic Course and obtain a California POST Public Safety Dispatcher Certificate while employed with the PSB, followed by successful completion of a 12-month probationary period. Employees must obtain a P.O.S.T Public Safety Dispatch Course Certificate within 12 months of their appointment.

DESIRABLE QUALIFICATIONS:
Completion of the California POST Public Safety Dispatcher's Basic Course.
Possession of a valid POST Public Safety Dispatcher Course Completion Certificate.
Possession of a POST Public Safety Dispatcher Certificate

CALIFORNIA LAW ENFORCEMENT TELECOMMUNICATIONS SYSTEM
Effectively, consistently demonstrates the ability to access information through the CJIS databases, NCIC, National Law Enforcement Telecommunication System (NLETS), Department of Motor Vehicles (DMV), and Oregon Law Enforcement Data System (LEDS).

Information obtained via CLETS is confidential and may be used only for the purpose(s) for which it is authorized. Violation of confidentiality requirements or access authorizations may be subject to disciplinary action, civil action and/or criminal charges.

EMERGENCIES
Maintain and exercise knowledge of Department's Area Specific Emergency Preparedness Plan and the facility Emergency Preparedness Manual.

TECHNICAL PROFICENCY
Type at speed is necessary for adequate job performance.
Radio equipment and dispatch procedures.
Use of fire and safety alarm system.
Access information through the CJIS databases, NCIC, NLETS ,DMV, and LEDS.

REQUIRED COMPETENCIES

INFECTION CONTROL - Apply knowledge of correct methods for controlling the spread of pathogens appropriate to job class and assignment.

SAFETY - Actively support a safe and hazard free workplace through practice of personal safety and vigilance in the identification of safety or security hazards, including infection control. Uniformed PSB members are required to wear an approved ballistic/stab resistant vest.

CULTURAL AWARENESS - Demonstrate awareness of multicultural issues in the workplace, which enables the employee to work effectively.

RELATIONSHIP SECURITY - Demonstrate professional interactions with individuals and maintain therapeutic boundaries. Maintain relationship security in the work area; take effective action and monitors, per policy, any suspected employee/patient boundary violations.

INDIVIDUAL RECOVERY - Respect the worth and dignity of all people and groups, as well as honor and advocate for individual rights and interests, and opposing discrimination.

PRIVACY AND SECURITY OF PROTECTED HEALTH INFORMATION - Maintains and safeguards the privacy and security of individuals' protected health information (PHI) and other individually identifiable health information (IIHI) whether it is in paper, electronic, or verbal form in compliance with HIPAA and all other applicable privacy laws.

TRAINING

The employee is required to keep current with the completion of all required training as identified in the PSB Training Plan.

CERTIFICATION OR LICENSE:

Posses and maintains a current, valid driver's license.

Posses and maintains a valid California Defensive Driving Card.

It is the employee's responsibility to maintain a license, credential, or required registration pertinent to his/her classification on a current basis. Any failure to do so may result in termination from Civil Service.

Employees must obtain a P.O.S.T Public Safety Dispatch Course Certificate within 12 months of their appointment. The PSB may sponsor Communications Operator training, as Communications Operators are required to successfully complete the 160-hour Public Safety Dispatchers Basic Course.

Employee Name (Print)	Employee Signature	Date

Supervisor Name (Print)	Supervisor Signature	Date

Employee and Supervisor acknowledge that by signing this Duty Statement that they have discussed and agree to the expectations of the position.