

## **SENIOR CLERK/COMMUNICATIONS CENTER DISPATCHER**

### **CLASS SUMMARY**

Under direction performs a wide variety of complex clerical and communications work requiring special knowledge and abilities. Requires frequent and responsible public contacts. Coordinates two-way radio dispatcher functions in communications center. Assists in resolution of emergencies (medical, personal, natural disasters), working with a high degree of independent judgment. Accomplishes compilation of monthly crime statistics, with accompanying monthly/annual reports to the director. Dispatches and receives radio message in coordinated order. Performs other related duties as assigned.

### **REPRESENTATIVE DUTIES**

Plans, schedules, and performs a wide variety of complex clerical work related to District Safety mission and goals; prepares letters, memoranda, reports, bulletins, handbooks, questionnaires, purchase requisitions, rough drafts of confidential reports and other related materials; maintains and compiles daily/monthly/annual crime statistics for the district; provides analysis and recommendations based upon monthly crime data for the director's review and approval; monitors police scanner to disseminate pertinent information to field District Safety Officers; coordinates district emergency call-in (911) program, gathering critical information and relaying to police and paramedics; dispatches animal control officers for pick-ups; liaison responsibilities with the communications center at local Police Departments; maintains officer availability and status for the district; runs records checks on property, vehicles, and personnel through city computer systems; responsible for coordinating district's parking citation program, logging, counting, proofing, assembling, and forwarding citations to the final processing agency; sends and receives fax messages from agencies; maintains daily log of all activities connected with the District Safety Department, i.e., accidents, crimes, injuries; performs miscellaneous typing and filing; coordinates district's lost and found program, logging in all items and contacting appropriate parties for retrieval of lost items; trains other safety staff in two-way radio and computer operations; relieves Senior Clerk during vacations, preparing and organizing staff schedules, finding replacements for staff vacancies, preparing purchase requisitions.

### **ORGANIZATIONAL RELATIONSHIPS**

This class reports to the Director of District Safety and Senior Officers of the watch. Workload may be shared by the part-time Senior Clerk assigned to the department.

**SENIOR CLERK/COMMUNICATIONS CENTER DISPATCHER cont'd**

**DESIRABLE QUALIFICATION GUIDE**

**Training and Experience**

High School diploma or equivalent and at least three years of keyboarding, office technology training and/or clerical work experience.

**Knowledge and Abilities**

Knowledge of: district policies and procedures; college emergency procedures manual, two-way radio system and radio codes; locations of local law enforcement agencies and their relationship to the criminal justice systems.

Ability to: assemble and analyze district crime data; comprehend and speak English; forward messages to law enforcement and emergency personnel concisely and succinctly; react with sound judgment under stress of multiple assignments; accurately process parking citations in a timely manner; determine and apply procedures for handling unique and emergency situation; operate coin counting machinery; deal with the public; resolve discrepancies and disputes through conflict mediation and control; utilize good interpersonal relations skills; exercise good judgment and memory for details; maintain complex clerical records and prepare comprehensive reports; interpret rules and regulations, policies and procedures; operate office equipment including personal computer and word processing software; interpret district alarm system, burglar alarms, fire alarms, intrusion alarms, simplex system, emergency telephone call boxes, perform first aid and CPR.

Required Licenses and Certifications: Within 90 days of employment in this class, satisfactory completion of a 16 hour specialty course in two-way radio dispatching and receiving; within 90 days of employment current and continuous certifications in first aid and CPR.

Skills: Must complete keyboarding, clerical (filing and checking) and software skills evaluations. Screening Committee will use results as one of the selection criteria.