

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.

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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.