

Senior Dispatcher/Records  
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=246776>

Downloaded On: Oct. 19, 2024 1:16pm

Posted Oct. 9, 2024, set to expire Feb. 8, 2025

**Job Title** Senior Dispatcher/Records

**Department**

**Institution** South Orange County Community College District  
Mission Viejo, California

**Date Posted** Oct. 9, 2024

**Application Deadline** Open until filled

**Position Start Date** Available immediately

**Job Categories** Classified Staff

**Academic Field(s)** Public Safety

**Job Website** <https://www.schooljobs.com/careers/socccd/jobs/4687412/senior-dispatcher-records>

**Apply By Email**

**Job Description**

**Application Instructions:**

- Complete all sections and fields on the application and attach all required documents – incomplete applications may not be considered.
- Include all relevant education, training, and/or experience on the application.

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- Do not include any personally identifiable, confidential, or otherwise unrequested information that does not pertain to job related factors (e.g., social security number, date of birth, pictures, etc.) on your application or attached documents.
  
- For job postings with a close date, all applications received by 11:59 PM (Pacific Time) on the job posting close date, will receive consideration.
  
- For job postings with an initial screening date, all applications received by 11:59 PM (Pacific Time) on the job posting initial screening date, will receive priority consideration; however, typically the job posting will remain open, and continue to accept applications, until the position is filled.
  
- For job postings requiring professional references, include at least three (3) professional references from the following categories:
  1. Current department chair(s) (for faculty) or supervisor(s);
  2. Previous department chair(s) (for faculty) or supervisor(s) (from within the past five (5) years);
  3. Master's thesis or Doctoral Dissertation advisor or supervisor (for faculty);
  4. Colleague(s) or co-worker(s) who can address professional competency and skills relevant to the position; and/or
  5. Other professional references.

Please note, professional references are typically contacted when a candidate is selected for, or as a finalist for, a position.

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## Description

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

### **SUMMARY DESCRIPTION**

Under direction from the Chief of Police or designee, leads, plans, and coordinates operations for police department's radio communications system, computer-aided dispatch and records management system, fire and intrusion alarm systems, and records management; performs duties of a Dispatcher; and provides administrative assistance as needed within the department.

### **DISTINGUISHING CHARACTERISTICS**

This is the advanced journey level class in the Dispatcher series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. The Senior Dispatcher functions as a dispatcher and is assigned additional responsibility for the Communications Bureau, specialized functions of the police department that include the Police Communications Center, computerized records management system, non-computerized law enforcement records, emergency communications, and fire and intrusion alarm systems. Scope of responsibilities may include District-wide dispatch and related services. The incumbent provides direction, coordinates and oversees the day-to-day activities of the Police Communications Center, access control, and video/alarm monitoring services correlating all communication and emergency activities with police officers, parking and related support staff.

### **REPRESENTATIVE DUTIES**

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Lead, plan, coordinate, staff, control and organize assigned functions to accomplish department goals and objectives; perform duties of a Dispatcher.
2. Develop and establish operating procedures and instructions; assign and transmit them to

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Bureau staff.

3. Ensure dispatchers are fully trained and able to perform assigned functions; provide comprehensive training to new dispatchers; coordinate, plan and provide in-service training on a regular basis to ensure Bureau staff maintains skills necessary to effectively perform assigned duties.
4. Coordinate and oversee emergency communications operations, including testing and preparing systems, procedures, and equipment, and determining priority of needs.
5. Maintain liaison with local, State, and federal police communications networks for immediate retrieval of criminal information.
6. Coordinate, review, and recommend the budget covering assigned communication activities.
7. Review reports, correspondence, information or other documents submitted by personnel for accuracy, completeness, and appropriateness of actions taken and coordinate the entry of reports into an effective computerized record-keeping system.
8. Recommend changes in operating policies and procedures; coordinate the scheduling and assignment of personnel.
9. Keep College in compliance with local, State, and federal requirements pertaining to computerized criminal records, radio communication, and fire and intrusion alarm systems; make recommendations and implement changes to ensure compliance.
10. Monitor video surveillance equipment. Compile footage as necessary to support police operations.
11. Attend a variety of meetings and conferences to correlate police communications activity operation with all College personnel; assist with the planning and coordination of large events as needed.
12. Maintain all records of police reports and activities in a computerized records management system and prepare required reports.
13. Monitor campus access control system, fire alarms, intrusion alarms, and panic alarms and dispatch appropriate personnel or take other action as needed. Maintain accurate records of activity and prepare related reports.
14. Issue access cards and verify employee access.
15. Administer police department access to computerized criminal records systems through local, State, and federal systems, providing training to all affected District personnel.
16. Act as the College's Automated Terminal Coordinator and assure the confidentiality of criminal records accessed through the California Law Enforcement Telecommunications System.
17. Assist with the College's parking function; including parking permit transactions and related activities. Interpret and explain parking rules and regulations to those being cited; assist with first level appeals for parking citations.
18. Assist with the Police Department's property and evidence function as needed, including

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lost and found property.

19. Perform related duties as required.

### **QUALIFICATIONS**

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

#### **Knowledge of:**

Principles of police science, administration, and organization as they relate to dispatching police services.

Modern Community College police methods and procedures.

Local, State and federal communications laws.

Local, State and federal records laws.

Parking enforcement and control procedures and regulations.

Principles and practices of personnel management, lead supervision, and training.

Budget analysis and justification.

College organization, operations, rules, regulations, policies, procedures, and objectives.

Oral and written communication systems, equipment, and procedures.

Law enforcement agencies in Orange County.

Modern office procedures, methods and equipment including computers and applicable software applications.

Access control, video surveillance, fire, and intrusion alarm monitoring systems and operations.

Emergency communications radio systems in correlation with other emergency agencies and federal requirements.

Administration and operation of a 24-hour Police Communications Dispatch Center.

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Computer networks that provide criminal information to the College police department such as CLETS and NCIC.

Administration of department computer record-keeping and reporting requirements as prescribed by law.

Report preparation and record-keeping techniques. English usage, spelling, grammar, and punctuation.

### **Ability to:**

Perform the duties of a Dispatcher.

Lead, organize, and review the work of staff.

Plan, coordinate, and direct assigned functions effectively.

Exercise effective leadership, independent judgment, and initiative.

Analyze emergency and non-emergency situations accurately and respond quickly and effectively.

Interpret and apply laws and department rules and regulations.

Understand and apply principles of effective community college police administration.

Analyze, develop and recommend changes in methods, systems policy and procedures related to complex and sensitive issues and programs.

Prepare clear, concise and comprehensive written, verbal and statistical reports.

Recognize and resolve problems of a sensitive, political, organizational, or administrative nature.

Work confidentially with discretion.

Establish and meet schedules and timelines.

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Select, train, and oversee assigned personnel.

Work in a liaison capacity with various governmental agencies and the community.

Operate equipment used in a police records and communication center including supporting software applications.

Adapt to changing technologies and learn functionality of new equipment and systems.

Communicate clearly and concisely, both orally and in writing.

Provide clear and concise verbal directions quickly and accurately.

Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Establish and maintain effective working relationships with those contacted in the course of work.

### **EDUCATION AND EXPERIENCE GUIDELINES**

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

#### **Education/Training:**

Equivalent to the completion of the twelfth grade. College level course work in criminal justice, records management, or other related program area is desirable.

#### **Experience:**

Five years of experience as a P.O.S.T. certified Dispatcher, or equivalent experience.

#### **License or certificates:**

A valid California driver's license and proof of insurability may be required to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials. Possession of a P.O.S.T. Dispatcher certificate, or ability to obtain certificate within one year. Completion of P.O.S.T. Communications Training Officer and Records courses within one year.

### **TESTING AND BACKGROUND CHECK**

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Must submit to a thorough background investigation pursuant to standards established by the Commission for P.O.S.T.

Must undergo a medical examination as required by Commission for P.O.S.T.

Oral Communication Assessment (Commission Regulation 1958)

Verbal, Reasoning, Memory, and Perceptual Abilities Assessment (Commission Regulation 1957)

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

**Environment:** Work is performed primarily in a campus police office setting. Duties are typically performed at a desk or computer terminal; subject to noise from office equipment operation; frequent interruptions and contact in person and on the telephone with students, staff, and others. At least minimal environmental controls are in place to assure health and comfort.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to verbally communicate to exchange information; and may occasionally travel to other offices or locations to attend meetings or to pick up or deliver materials.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

## **Supplemental Information**

Employment in the position is contingent upon funding by (55%) Parking Fee Services.

Range **123** of the **CSEA** Salary Schedule



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Work Schedule: **Monday – Friday (6:00 AM - 2:30 PM)** (Schedule and shift are subject to change in accordance with the department's needs.)

Hours per Week: **40**

Months per Year: **12**

**Special COVID-19 Notice:**

Interviews may be held in-person (following all necessary precautions) or in a virtual format. Employees must reside in California while employed with the South Orange County Community College District (SOCCCD), even during offsite work.

The SOCCCD is committed to protecting the health and wellbeing of students, faculty, staff, managers, and the communities it serves. More information can be found on the SOCCCD website by visiting <https://www.socccd.edu/communications/covid-19-information>.

**Notice to all Candidates for Employment:**

The Immigration Reform and Control Act of 1986, Public Law 99-603, requires that employers obtain documentation from every new employee which authorizes that individual to accept employment in this country. The SOCCCD will not sponsor any visa applications.

**California Public Employees Retirement System and California State Teachers Retirement System:**

A California Public Employees Retirement System (CalPERS) retiree may not accept employment until after the first 180 days of retirement. Anyone retired from CalPERS accepting permanent employment with the SOCCCD will be required to reinstate as an active CalPERS member. Please contact CalPERS for additional information regarding your retirement status.



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Any active vested member of California State Teachers Retirement System (CalSTRS), who accepts employment with the SOCCCD to perform service that requires membership in CalPERS, is eligible to elect to continue retirement system coverage under CalSTRS

### **Disability Accommodations:**

If you require special accommodations in the application and/or evaluation process, please notify Human Resources at least two (2) business days prior to the job posting close or initial screening date, by either calling (949) 582-4850 or sending an e-mail to [hrinfodesk@socccd.edu](mailto:hrinfodesk@socccd.edu).

### **Attendance Requirement:**

All SOCCCD employees are required to report to work on a regular and consistent basis, as scheduled, to assigned job.

### **Campus Crime and Safety Awareness:**

Information regarding campus crime and safety awareness can be found at [www.ivc.edu](http://www.ivc.edu) or [www.saddleback.edu](http://www.saddleback.edu). Paper copies are available in the Human Resources office upon request.

### **Diversity, Equity, Inclusion and Equal Employment Opportunity:**

The SOCCCD is committed to creating an academic and work environment that fosters diversity, equity, and inclusion (DEI) and equal employment opportunity (EEO) for all, and ensures that students, faculty, staff, and managers of all backgrounds feel welcome, included, supported, and safe. Our culture of belonging, openness, and inclusion, makes the SOCCCD a unique and special place for individuals of all backgrounds.

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The SOCCCD is looking for equity and inclusion-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to the understanding of diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present within our community. When you join the SOCCCD, you can expect to be part of an exciting, thriving, equity-focused, and inclusive community that approaches higher education with the lens of social justice and collaboration among students, faculty, staff, managers, and community partners. In deciding whether to apply for a position at the SOCCCD, you are strongly encouraged to consider whether your values align with the SOCCCD's mission and goals for DEI and EEO.

**THE SOCCCD IS AN EQUAL OPPORTUNITY EMPLOYER**

**Contact Information**

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**