

Dispatcher/Records (Substitute)
South Orange County Community College District

Direct Link: <https://www.AcademicKeys.com/r?job=247257>

Downloaded On: Dec. 26, 2024 6:15pm

Posted Oct. 17, 2024, set to expire Feb. 16, 2025

Job Title Dispatcher/Records (Substitute)

Department

Institution South Orange County Community College District
Mission Viejo, California

Date Posted Oct. 17, 2024

Application Open until filled

Deadline

Position Start Date Available immediately

Job Categories Professional Staff

Academic Field(s) Public Safety

Job Website <https://www.schooljobs.com/careers/socccd/jobs/4692448/dispatcher-records-substitute>

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.
- 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.

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- 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.

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 general supervision from the Chief of Police or designee, performs radio dispatch for police, parking services, and other public safety personnel; dispatches police units and communicates with other emergency service agencies as appropriate in support of the police

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department at an assigned campus; performs a wide variety of specialized clerical duties involved in the preparation, retention, maintenance, distribution, and release of criminal records and materials related to public safety activities in accordance with the California Law Enforcement Telecommunication Systems (CLETS); manages and coordinates service, training, and maintenance of the Live Scan fingerprint system; and provides a variety of information and assistance to students, faculty, staff, and the general public relative to assigned area of responsibility in person and over the telephone.

DISTINGUISHING CHARACTERISTICS

Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Incumbent is expected to complete both Dispatch and Records training through POST and maintain current knowledge by attending regular POST continued training. Regular ongoing duties include performing the full range of Dispatcher duties and, in addition, specialized functions related to the computerized and non-computerized law enforcement records management systems including preparation, retention, maintenance, distribution, and release of criminal records and materials related to public safety activities in accordance with the California Law Enforcement Telecommunication Systems (CLETS).

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbent 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.

Receive emergency and non-emergency telephone calls for service from the campus community, general public, law enforcement, and field personnel; determine nature, priority, and location of emergencies; dispatch campus police and other emergency responders as necessary.

Operate police radio communications systems to transmit and receive a variety of messages and calls for service while dispatching personnel and equipment according to standard operating

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procedures or personnel requests.

Operate a variety of computer-based software systems including CAD, records management system, and California Law Enforcement Telecommunications System (CLETS); operate CLETS to enter, modify, and retrieve data associated and connected with law enforcement records and criminal history databases; serve as primary or alternate Agency CLETS Coordinator (ACC) on matters pertaining to the use of CLETS.

Correspond in person, in writing, or by phone when a request for records is received; respond to subpoena duces tecums for department records; consult with the City Attorney, District Attorney's Office, and Department of Justice as needed.

Research Public Records Act laws relating to criminal records and case law to determine authority to release or deny request for records; appear in court on behalf of the department as required; interpret and apply various state laws regulating the control and release of criminal records.

Monitor campus fire alarms, intrusion alarms, and panic alarms and dispatch appropriate personnel as needed.

Operate network systems related to the college access control and CCTV systems and security objects; perform backup procedures; import/export cardholder records; generate reports.

Answer maintenance service emergencies during evenings, weekends, and holidays; contact appropriate maintenance staff after hours as necessary.

Perform general clerical duties; type, word process, and proofread a variety of documents and forms including general correspondence, reports, and memoranda from rough draft, recordings, or verbal instruction; compile information and data for statistical reports; enter information into computer system; access student information as requested/necessary.

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Maintain accurate and up-to-date public safety files, records, and logs; develop and monitor various logs, accounts, and files for current and accurate information to establish and maintain daily log of all calls and field units dispatched; verify accuracy of information, researching discrepancies and recording information; file police reports and other documents; organize and maintain filing systems to maintain records and reports in a safe/secure filing system for permanent record keeping; process requests for records and subpoenas; perform annual Clergy Act reporting.

Process criminal identification and evidence.

Serve as receptionist for assigned area; receive office visitors and telephone calls; provide material and information in response to requests for information related to assigned area of responsibility; route calls to appropriate personnel and convey telephone messages; refer callers to appropriate staff for further assistance as needed.

Provide information and reports to Police Officers including daily and weekend reports with information regarding weekend classes and events on campus.

Operate office equipment including computer, typewriter, calculator, copier, and facsimile machine; utilize various computer applications and software packages; maintain and generate reports from a database or network system.

Provide support for front counter and other general office operations; maintain office supplies and inventories; order, receive, and maintain office supplies and equipment; prepare and deliver requisitions, purchase orders, and work order forms.

Assist the Chief of Police with the development, evaluation, and testing of emergency and disaster operating procedures in conjunction with other departments of the District and other agencies.

Provide Live Scan fingerprinting service.

Perform related duties as required.

QUALIFICATIONS

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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:

Technical aspects of field of specialty.

Principles and procedures of public safety dispatching including operation of computer aided dispatch software applications.

Emergency procedures and proper radio communication procedures and rules.

Operations, services, and activities of a law enforcement records management program.

CLETS/NCIC.

Principles and practices of police records retention and disposition.

Principles and practices of Uniform Crime Reporting.

Pertinent federal, state, and local codes, laws, and regulations including applicable laws governing the retention and dissemination of police reports and records.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Basic principles of business letter writing and basic report preparation.

Principles and practices used to establish and maintain files and information retrieval systems.

Principles, practices, and procedures of basic fiscal, statistical, and administrative record keeping.

Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.

Interpersonal skills using tact, patience and courtesy.

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Basic mathematical concepts.

Work organization principles and practices.

English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

Read passages and listen to orally-imparted information and retrieve facts, draw conclusions, and derive meaning.

Use language to convey information clearly in writing.

Apply general rules to specific problems to attain logical answers.

Correctly follow a given rule or set of rules to arrange things or actions in a certain order.

Mentally store and retrieve facts, details, and other information.

Quickly and accurately compare letters and numbers presented orally on a form; shift back and forth between two or more sources of information, both written and orally-imparted, in performing a set of tasks.

Learn and understand the organization and operation of the assigned program area as necessary to assume assigned responsibilities.

Learn, understand, interpret, and apply policies and procedures according to the Rules and Regulations Manual.

Learn geographic features and streets of the campus.

Perform a variety of office support and clerical duties and activities of a general and specialized nature for assigned campus police office.

Interpret changes in Federal Communications Commission rules and regulations.

Understand, interpret, and apply general radio dispatch, police records, administrative, and office

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policies and procedures.

Interpret and apply various state laws regulating the control and release of criminal records.

Interpret changes in policies, codes, regulations, and laws governing communications, use and confidentiality of police records, and property and evidence control.

Manage the retention and distribution of criminal reports.

Receive and appropriately respond to calls for emergency service.

Effectively communicate with and elicit information from, upset and irate callers.

Operate radio communications equipment to dispatch, support, and maintain contact with campus police officers and other field personnel.

Respond appropriately to the needs, requests, and inquiries from students, staff, faculty, or the public; effectively present information in person, on the telephone, or via radio.

Remain calm and efficient in emergency situations.

Exercise good judgment and maintain confidentiality regarding critical and sensitive information, records and reports.

Use sound judgment in recognizing scope of authority.

Type or enter data at a speed necessary for successful job performance.

Compile and organize data and information.

Maintain filing systems.

Exercise good judgment in maintaining information, records, and reports.

Plan and organize work to meet schedules and changing deadlines.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

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

Perform customer and community service with a calm professional demeanor while under stress.

Accurately evaluate information and situations, and make appropriate decision in routine, non-routine, and emergency situations.

Read maps and floor plans to provide directions to officers in the field.

Accurately interpret written policies, follow oral and written instructions, and transfer information.

Provide clear and concise verbal directions quickly and accurately.

Present and summarize information in a variety of written formats, using clear and concise language.

Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

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.

Communicate clearly and concisely, both orally and in writing.

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 supplemented by specialized course work

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related to assignment. College level course work in criminal justice, records management, or other related program area is desirable.

Experience:

Two years of general clerical experience involving extensive public contact including some prior experience in a dispatch center, parking and traffic control, radio communications, or in public relations.

LICENSE OR CERTIFICATE

A valid California driver's license and proof of insurability may be required for some positions to drive a District or personal vehicle to attend meetings or pick up/deliver documents or other materials.

Completion of a POST Dispatcher course within one year of employment.

Completion of POST Records course within one year of employment.

Must satisfactorily complete on-going Continuing Professional Training requirements set by POST.

Ability to obtain current First Aid and CPR certification.

TESTING AND BACKGROUND CHECK

Must pass the POST Entry-Level Dispatcher Selection Test Battery (written exam) or alternative job-related tests of these abilities.

Must submit to a thorough background investigation pursuant to standards established by the Commission for POST.

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Must undergo a medical examination as required by the Commission for POST.

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 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.



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

Supplemental Information

Work Schedule: **TBD** – Schedule and shift vary and are subject to change in accordance with the department's needs.

Hours per Week: Up to **25**

Employment Conditions and Information:

This is a short-term, temporary, hourly Non-Bargaining Unit (NBU) assignment, not to exceed 160 days and 960 hours per fiscal year (July 1st through June 30th). **Short-term, temporary NBU positions may only be used on an intermittent, seasonal, or project basis.** Education Code Section 88003 states "Short-term employee means any person who is employed to perform a service for the district, upon the completion of which, the service required or similar services will not be extended or needed on a continuing basis."

After successful completion of the onboarding requirements, an individual may be employed by the South Orange County Community College District (SOCCCD) as a short-term, temporary NBU employee. Employment will be on an "if and as needed" basis, as determined by the SOCCCD. The assignment may be shortened or extended at any time, due to departmental needs, with little to no notice. NBU employment is at-will, and either party may terminate this

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working relationship at any time. Neither party shall be required to provide any reason for the separation. NBU employees shall not have reemployment rights or recourse to petition to be reinstated.

NBU employees are limited to working in a single position for a single department and site (assignments are onsite only).

NBU employees are paid on a monthly basis. The payroll reporting period is from the 15th of the first month to the 14th of the second month. NBU employees are paid on the 10th of the third month.

Example: For the following reporting period: September 15th through October 14th, the NBU employee will be paid on November 10th.

NBU employees who work more than 1000 hours per fiscal year are required to contribute to the California Public Employees Retirement System (CalPERS), through payroll deduction. The SOCCCD does not intend to employ NBU employees for more than 960 hours during any fiscal year.

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.



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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.

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.



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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 or 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.

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



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Contact Information

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

Contact

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