

GRANITE SCHOOL DISTRICT
Classified Employee Job Description

Title _____ Police Dispatcher _____

Supervisor's Title _____ Lead Police Dispatcher _____

Date Prepared _____ 4/99 _____ **Date Reviewed** _____ 8/99 _____ **Date Reviewed** _____

Employee/Incumbent Review _____ **Immediate Supervisor Review** _____

Dept Aprvl _____ **HRM Aprvl** _____ **Superintendent Aprvl** _____

Location _____ **Lane** _____

Implementation Date _____ **ADA Review** _____

Job Summary

Receives calls and dispatches District Police Officers to emergency and routine points of service. Monitors the burglar, fire and boiler alarm systems of one hundred district facilities and dispatch appropriate police, fire and/or maintenance personnel as warranted. Must also monitor several CCTV screens, from cameras located on the perimeters of the Central Warehouse, Maintenance, Transportation and Central Kitchen Compounds.

Essential Functions

1. Receives in-coming telephone complaints and calls for police service dispatches police officers as appropriate.
2. Maintains a written log of radio traffic, as well as in-coming and out-going phones calls.
3. Keeps track of each police officer's activities, location and personal welfare throughout each shift.
4. Runs numerous checks for criminal history, driver's license validity, active arrest warrants, license plate registration information, stolen vehicles and/or stolen articles, on the Utah State and Salt Lake County computer systems.
5. Submits a written daily report on all situations occurring on shift.
6. Monitors numerous outside police and fire agency's radio frequencies for calls pertaining to Granite School District facilities or personnel.
7. Receives and dispatches after business hours, emergency calls or maintenance services throughout the district.

8. Monitors fire, burglar and boiler alarms for 100 district facilities. This process involves listening to each alarm, via the alarm "listen back" capability, and requires that the dispatcher be familiar with normal and abnormal noises of each facility.
9. Receives and logs all calls from each district facility, as they open or close the building for the day. This process involves waiting until the alarm system reports in, to assure that it is set and operating properly, as well as, verifying that the person calling is authorized to open or close the building, by asking for their proper security/alarm code.
10. Monitors District Transportation Department's radio frequency for any emergency radio traffic.
11. Monitors the District "Weapons Hotline" and records and immediately disseminates pertinent information to police personnel and appropriate school administrators.
12. Monitors District Transportation Satellite computer for activities occurring at this facility.
13. Monitors Utah MDT computer terminal in order to communicate by e-mail with officers in the field via their in-car, lap-top computers.
14. Makes numerous phone calls, during each shift, at the request of officers in the field, for a variety of reasons related to law enforcement.
15. Maintains a hard card file on all suspects stopped for suspicious actions or arrested on Granite District properties.
16. Writes numerous work orders for repairs to alarms, replacement of broken glass, removal of graffiti etc..
17. Dispatches snow removal equipment/personnel as needed.
18. May be as a witness in court, regarding crimes committed on district properties.
19. Checks grand master keys in and out to various maintenance personnel, after regular business hours.
20. Prepares a monthly Uniform Crime Report (U.C.R.), regarding crimes committed within the district, and submits it to the State and FBI for statistical purposes.
21. In cooperation with the Bureau of Criminal Identification (BCI), (a.) maintains all updates for Driver's License files, Triple I files, Motor Vehicle files, National Crime Information Center (N.C.I.C) files, Statewide Warrant files and Utah Criminal History files.
(b.) provides on-going in-service training for all employees on above listed files.
(c.) provides proficiency testing for employees with computer log-on codes.

- (d.) Maintains and updates list of log-on codes for employees, as mandated by (BCI).
22. Maintains computer file on stolen property, stolen vehicles, missing persons or wanted persons etc., on the N.C.I.C database, for use of law enforcement throughout the United States. Cross references stolen items with weekly pawn shop lists.
23. Assumes some of the duties of the department secretary as needed..

Non-Essential Functions

Occasional duties as assigned (within skill level).

Required Knowledge, Skill and Ability

Requires a working knowledge of several types of computers (including word processing at 40 wpm), and be proficient in the use of same. Must have the ability to understand and operate other types of electronic equipment such as electronic monitoring devices, two-way radios and pagers, and be able to troubleshoot and make minors repairs and/or adjustments to same. Must have knowledge of proper radio procedure as it relates to department policy and FCC standards. Must possess interpersonal skills and be able to communicate effectively with callers who often display emotional stress. Must have the ability to remain calm during emergency situations. .

Minimum Entrance Requirements for Training

Requires a high school diploma or equivalent. Must be certified with Utah State P.O.S.T. (Peace Officers Standards and Training). Requires additional training in computer entry and retrieval and word processing. Must receive six months of intense and carefully monitored on the job training in Granite School District and Granite Police Department policies, procedures and protocols, operation and maintenance of electronic monitoring devices such as two-way radios and pagers, security monitors and their regular maintenance and minor repairs. Training includes proper radio procedure (FCC and department standards) and appropriate responses to emergencies. Must successfully complete at least 20 hours of approved, in-service training each year, as mandated by the state, to maintain certification. Must initially pass B.C.I. proficiency test, to be certified to operate computer terminal, and must successfully re-test every two years, to maintain certification. Must have a basic understanding of state and county laws and ordinances. May be assigned to attend additional training classes or seminars to enhance understanding and performance.

Minimum Entrance Requirement for Previous Experience

At least six months of prior work experience in a setting sufficient to demonstrate dependability, integrity and ability to act with composure in highly emotional situations.

Note: The Administration reserves the right to require specific training for this position. However, depending upon the type and quality of

prior experience, some exchanges can be made between training and experience.

Decision Making Authority

Assigns personnel to needed locations throughout the district as needed. Makes work priority decisions. Maintains confidentiality of files through careful release of information within strict guidelines.

Interaction with Others (Non-Supervisory)

Interacts with public law enforcement related agencies, district maintenance department personnel, school and district office personnel.

Supervision N/A

Working Environment

Mental pressures exist at times from concentration required in viewing several screen monitors, listening to radio messages and telephone communication. Interruptions in concentration are frequent and require the ability to remain calm, focused and alert. The Granite Police Department is a 24-hour, 365 day a year operation, and the position of Police Dispatcher must be staffed at all times. Shift work is required (eight hour period on either the day, afternoon or graveyard shift). All work in this job is indoors with no exposure to the elements. Incumbents must remain at work station the entire eight hours, with no scheduled break.

Physical Demand Characteristics

This job requires little physical exertion. It does require good general health.