

GRANITE SCHOOL DISTRICT
Classified Employee Job Description

Title Lead Police Dispatcher

Supervisor's Title

Date Prepared _____ **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

Trains, schedules and monitors the work of all dispatch personnel. Receives calls and dispatches district police officers on routine and emergency requests for 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.. Monitors several CCTV screens, from cameras located on the perimeters of the Central Warehouse, Maintenance, Transportation and Central Kitchen Compounds.

Essential Functions

1. Oversees the operation of the Police Department Communication Center. Trains, schedules and monitors the work of dispatch personnel. Scheduling includes regular shifts, vacations, sick leave, compensatory time etc.
2. Receives incoming telephone complaints and calls for police service and dispatches police officers as appropriate. Makes numerous phone calls during each shift at the request of officers in the field, for a variety of reasons related to law enforcement. Dispatches snow removal equipment / personnel as needed. Receives and dispatches after business hours, emergency calls for maintenance services throughout the district. 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.
3. Keeps track of each police officer's activities, location and personal welfare throughout each shift. Maintains a written log of radio traffic, as well as in-coming and out-going phone calls. Submits a written daily report on events occurring on 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. Monitors numerous outside police and fire agency's radio frequencies, for calls pertaining to Granite School District facilities or personnel. 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. Monitors District Transportation Department's radio frequency for any emergency radio traffic, from driver's of any of the district's entire fleet of school buses. Monitors the District "Weapons Hotline" and records and immediately disseminates all pertinent information to police personnel and appropriate school administrators. Monitors District Transportation Satellite computer for activities occurring at this facility. Monitors Utah MDT computer terminal in order to communicate by e-mail with officers in the field, via their in-car, lap-top computers.
6. Maintains a hard card file on all suspects stopped for suspicious actions or arrested on Granite District properties.
7. Writes numerous work orders for repairs to alarms, replacement of broken glass, removal of graffiti, etc.
8. May be subpoenaed as a witness in court proceedings, regarding crimes committed on district properties.
9. Checks grand master keys in and out to various maintenance personnel, after regular business hours.
10. Oversees the preparation of a monthly Uniform Crime Report (UCR), regarding crimes committed within the district, and submits it to the State and FBI for statistical purposes.
11. Supervises or may act as Terminal Agency Coordinator (T.A.C.) for the department, with the following duties: (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.) Coordinates proficiency testing for all employees with computer log-on codes. (d.) Maintains and updates list of log-on codes for all employees, as mandated by the Bureau of Criminal Identification (BCI).
12. Maintains computer file of information 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 pawnshop lists.
13. Assumes some of the duties of the department secretary as needed.

Non-Essential Functions

Occasional duties as assigned (within skill level).

Required Knowledge, Skills and Ability

Requires a working knowledge of several types of computers (including word processing at 40 wpm) and their functions, 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. 1.

Minimum Entrance Requirements for Training

Requires 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 successfully complete six months of carefully monitored training in Granite School District and Granite Police Department policies, procedures and protocols, use and general maintenance of electronic monitoring devices, two way radios and pagers (trouble shooting and making minor repairs. Training includes radio procedure (FCC and department standards) and the full range of dispatch responsibility as well as appropriate reactions 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 be well trained 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 his/her understanding and performance.

Minimum Entrance Requirements for Prior Experience

Requires a minimum of two years of job related work experience (in an environment similar to that of the dispatcher in the Granite School District Police Department) with demonstrated competence..

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. Assists in selection, performance evaluation and training decisions. Maintains confidentiality of files through careful release of information.

Interaction with Others (Non-Supervisory)

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

Supervision

Trains, schedules and monitors the work of police dispatch personnel. Acts as a resource for decision-making of subordinates. Must be aware of individual strengths, weaknesses and job performance. May work irregular hours during emergencies, and is ultimately responsible for unfilled shifts due to vacations, sickness, emergency leave, etc.

Working Environment

Mental pressures exists 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). All work in this job is indoors with no exposure to the elements. Incumbent must remain at work station the entire eight hours, with no scheduled break.

Physical Demand Characteristics

This job requires little physical exertion, however it does require that the individual has good general health.