

EAST BAY REGIONAL PARK DISTRICT

COMMUNICATIONS DISPATCHER/COMMUNITY SERVICE OFFICER

GENERAL FUNCTION:

Under supervision, performs a wide variety of dispatch and routine, non-hazardous law enforcement functions in a non-sworn capacity on a rotational basis within the public safety department; performs related duties as required.

ESSENTIAL FUNCTIONS:

When assigned as Communications Dispatcher, the essential functions of this position include, but are not limited to:

- Performs tasks necessary to effectively dispatch police, fire and park operations units, as required: receives telephone calls from citizens, employees or other agencies requesting general park information, police or fire assistance, to include "911" and other emergency calls; transmits and receives radio messages; analyzes situations and dispatches the appropriate units; dispatches mobile units and other equipment to specified locations as ordered; makes telephone requests for ambulance, vehicle towing, or other emergency services as requested by officers in the field. Monitors other law enforcement and fire agencies' radio frequencies and rebroadcasts pertinent information; operates and makes minor adjustments to radio telephone transmitting and receiving equipment.

When assigned as Community Service Officer, the essential functions of this position include, but are not limited to:

- Performs tasks necessary to assist sworn police personnel with routine, non-hazardous law enforcement office and field work: provides general assistance and direction to the public; conducts high visibility patrols; issues citations for parking infraction violations; issues crime prevention notices; takes reports of property damage, medical emergency incidents and minor misdemeanor crimes; performs traffic control and direction; assists with crime scene control; collects evidence and property as directed; conducts fishing permit and park user surveys; performs gate closures and visual checks of buildings and facilities; transports mail and evidence; conducts information checkpoints and educates trail users; arranges for the towing and impoundment of vehicles; performs first aid and CPR as needed; provides clerical assistance in a support capacity such as typing, filing, answering phones, entering and retrieving computerized data.

OTHER FUNCTIONS AND DUTIES:

Performs varied clerical duties such as typing, maintaining message logs, assisting on reports and records, filing, answering phones, and responding to inquiries from the public and other agencies; processing police (court cases and parking citations), fire, medical and field reports; performs data entry and retrieves data. May be required to collect monies from members of the public for the purpose of paying fees for towing, dog permits, copies of reports, or other services, or for paying fines.

MINIMUM QUALIFICATIONS:

- Education Equivalent to completion of the twelfth grade, and
Experience Two years of recent, responsible work experience.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge and appreciation of the purposes and general methods of police and fire dispatching; knowledge of routine clerical operations; ability to type 40 net words per minute; ability to multi-task; ability to file and prepare accurate reports; manual dexterity to operate telephone, radio and computer keyboard equipment; ability to speak English clearly and audibly; ability to memorize and retain information quickly; physical capability (e.g., eyesight and hearing to satisfactorily complete job tasks); ability to spell correctly; ability to learn the laws, regulations and rules applicable to area of assignment; ability to learn operating procedures and policies of assigned division; ability to follow instructions, to reason clearly, analyze situations accurately, act quickly and effectively in emergency situations; ability to develop and maintain productive and cooperative working relationships with other District staff, other agencies, volunteers and the public.

SPECIAL CONDITIONS OF EMPLOYMENT:

This classification will be required to work all shifts (day, swing and graveyard, including weekends and holidays) on a rotational basis, and will be required to wear a prescribed uniform. Current First Aid and CPR certificates are required as a condition of completion of probation and continued employment in this classification. A valid California driver's license is a condition of initial and continued employment in this classification.

REPORTS TO: Dispatch Supervisor or Police Sergeant, depending on assignment.

Employment Category: POA (SALARY RANGE O100)

Adopted by Board: 6-22-94

Revision Approved by General Manager: 5-15-01

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