

SUPERVISING POLICE DISPATCHER

DEFINITION

Supervises and schedules the work of Senior Police Dispatchers and Police Dispatchers operating a Computer-Aided Dispatching (CAD) system to dispatch patrol units in the District Police Communications Center.

TYPICAL DUTIES

Supervises, evaluates, trains, and reviews the work of the Senior Police Dispatchers and Police Dispatchers who are involved in monitoring intrusion alarm systems in schools and other sites, responding to two-way communications, and dispatching District patrol units, and advising other emergency response personnel such as law enforcement agencies, District, City, or County resources, fire departments, homeless outreaches, or medical and mental health units for support as needed.

Develops and maintains work schedules and backup coverage for Senior Police Dispatchers and Police Dispatchers to provide 24-hour coverage of the District's Police Communications Center. Responds to telephone inquiries from school administrators and other District personnel relative to break-ins, fires, and problems with intrusion alarm systems; investigates and relays information related to malfunctioning alarm systems and other equipment to designated District personnel; and maintains related records.

Analyzes computer malfunctions to determine what corrective actions are necessary and decides when to contact the Information Technology Services Division staff for computer repair.

Uses plot plans for alarm locations on school campuses and facilities to dispatch officers and maintains related files.

Monitors the maintenance of computers, alarm and radio consoles, and peripheral equipment, and maintains records of the computer maintenance.

Develops a training program and trains Police Dispatchers and assigns confidential access codes to the Dispatchers for various levels of computer operation.

Analyzes reports related to alarm intrusions, reported entries, patrol units dispatched, and computer-registered alarm activities to detect problems in the alarm monitoring system; trends related to the intrusion alarm systems activities; and prepares statistical reports regarding Department communications systems.

Assists with the long term planning for the Police Communications Center which includes providing input towards the preparation and review of materials included in the standard operating procedures and guides used in training Police Dispatchers to operate alarm monitors, a computer console and peripheral equipment, and a two-way radio console.

Coordinates with the watch Sergeant for alignment and consistency in overseeing the Police Communications Center.

Maintains an inventory and requests supplies necessary for the District Police Communications Center.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Supervising Police Dispatcher supervises Senior Police Dispatchers and Police Dispatchers in monitoring intrusion alarm systems, dispatching District patrol units and local emergency service personnel, and relaying radio communications from the District's Police Communications Center to or from School Police officers and civilian safety personnel.

A Senior Police Dispatcher provides work direction to Police Dispatchers during an assigned shift and participates in monitoring alarm systems; initiates, receives, and relays radio messages; and dispatches School Police officers and civilian safety personnel.

SUPERVISION

General supervision is received from a Lieutenant. Work direction is received from a Sergeant. Supervision is exercised over Senior Police Dispatchers and Police Dispatchers.

CLASS QUALIFICATIONS

Knowledge of:

- Geographic area and locations of schools and offices in the District
- Principles of supervision and training
- Concepts of employee discipline
- Organization, operation, policies and procedures of the District School Police Department
- Terminology and codes used by police and emergency personnel
- Organizational hierarchy, key personnel, and respective responsibilities within the District
- Emergency procedures and safety practices implemented by the District
- Federal Communications Commission regulations pertaining to conversations permitted on two-way radio systems
- Characteristics and applicable history of a variety of district intrusion-alarm systems
- Various database systems including the District's Computer-Aided Dispatching (CAD) system, the Justice Data Interface Controller, the National Crime Information Center, and the LAUSD My Integrated Student Information System
- Microsoft Word, Excel, and Outlook

Ability to:

- Organize and supervise the activities of employees dispatching police patrol units
- Exercise discretion in the handling of confidential information
- Communicate effectively and concisely, both orally and in writing
- Deal tactfully with District employees and the public over the phone
- Remain calm under pressure and in stressful situations
- Use a Computer-Aided Dispatching (CAD) system and Security Information Management System computer terminal for security alarm systems
- Read plot plans
- Work effectively with school administrators and other District personnel
- Conflict resolution methods and techniques
- Maintain accurate records
- Operate a computer

Special Physical Requirement:

Oral and aural communication skills for two-way radio transmissions
Ability to accurately type 5500 key strokes per hour
Ability to sit for extended periods of time
Ability to use a headset and the simultaneous usage of several computer keyboards and devices

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or equivalent evidence of educational proficiency, preferably supplemented by courses in radio communications from an accredited college or university.

Experience:

Three years of full-time experience involving the operation of a Computer-Aided Dispatch (CAD) radio communication system, a computerized alarm system monitor, and a two-way radio console. Supervisory experience in a related field is preferable.

Special:

Appointment is subject to fingerprinting, a review of conviction record, and a background investigation.

A valid California Driver License and the availability of private transportation or the ability to utilize an alternative method of transportation

Willingness to work a flexible schedule, including any shift and day of the week, holidays, and weekends.

SPECIAL NOTE

Must be able to respond to emergency calls after regularly assigned working hours.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
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JPK