

CAL POLY HUMBOLDT



Dispatcher

University Police

Job #521258

First Review Date: Wednesday, January 4, 2023

Close Date: Wednesday, January 25, 2023

(Job #521258) Dispatcher I, Dispatcher, Salary Range: \$3338-\$5994/monthly. Appointments are typically made at the beginning of the salary range but are commensurate based on experience. This is a full-time, benefitted, 12-month pay plan, permanent position with a one-year probationary period in the University Police Department. This position comes with a premium benefits package that includes outstanding vacation, medical, dental, and vision plans, life insurance, voluntary pre-tax health and dependent care reimbursement accounts, a fee waiver education program, membership in the California Public Employees Retirement System (PERS), and 14 paid holidays per year. Additional benefits information can be found at <https://hraps.humboldt.edu/employee-benefits>.

Now is an exciting time to join the University Police Department as we transition to Cal Poly Humboldt! Cal Poly Humboldt has been named the state's third polytechnic institution and the first in Northern California. Backed by a historic state investment, we're adding in-demand new academic programs, building new facilities, and growing our enrollment. Cal Poly Humboldt is a Hispanic-Serving Institution that strives to foster an inclusive and equitable community to support our students of diverse backgrounds. We are committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality committed to working in a multicultural and multiracial community that reflects the diversity of the state. Additional information about Cal Poly Humboldt can be found at www.humboldt.edu.

Cal Poly Humboldt sits on the traditional homelands of the Wiyot people in what is currently called Arcata, CA. The Wiyot people call the area Goudi'ni (over in the woods). Cal Poly Humboldt was the first campus in the California State University system to offer a stand-alone major in Native American Studies.

Cal Poly Humboldt is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.

Position Summary: The Police Dispatcher receives emergency and non-emergency calls from the public or other agencies, maintains effective and efficient communications, and dispatches police personnel following prescribed procedures. The position is also responsible for basic records maintenance and distribution. Job duties must be performed quickly, clearly & accurately.

Key Responsibilities: Under general supervision, the dispatcher will multi-task, answering and screening emergency and non-emergency incoming calls to the police department which involve conversing with crime victims, witnesses and members of the public to elicit and record pertinent information; operate police department and other emergency communications equipment to dispatch police or parking officers to calls for service, critical incidents and emergencies; enter and retrieve data or police reports, activity logs and criminal information; utilize automated dispatch, record keeping and law enforcement systems and databases to enter, research and retrieve information; operate the 911 telephone system and serve as the primary answering point for fire, medical and police services; coordinate emergency responses including performing emergency dispatch duties; monitor and utilize multiple radio channels and frequencies for both on and off campus agencies; monitor, receive and process on-campus fire, panic, environmental and intrusion alarm systems and coordinate responses; assist the public on the phone and at the police department window; respond to requests for mutual aid; monitor and activation of Emergency Public Address System if required; informally monitor and use CCTV system. Process crime reports, traffic or parking citations and prepare them for distribution to the appropriate agencies; enter, record, research and retrieve information; maintain records; file, fax and scan documents; update automated telephone notifications during emergency incidents; maintain briefing binders; process media bulletins and fire and crime logs, memorandums and schedules via electronic or manual means; process and notification for lost and found; and provide related clerical and/or administrative support to the department. Follow chain of command; communicate with other staff members; assigned to train as needed; provide support to other public safety and community service functions including parking and access services; and other duties as assigned.

55% - Dispatching

- Answers incoming telephone calls (including 911 and TDD calls for fire, medical, police or other emergency services), receives initial information for calls for service, evaluates and prioritizes calls for proper dispatch and disposition.
- Dispatches police units in accordance with established procedures and policies using a computerized dispatch system.
- Maintains constant radio contact with all personnel in the field and responds to any information or support needs. Accounts for location and status of all units and properly records any information associated with field calls.
- Monitors radio traffic of other police and fire agencies and campus departments such as Housing & Plant Operations.
- Responds to all persons at the public counter to take initial reports or calls for service and to answer general questions regarding the campus, parking or police procedures, found property, Live Scan, etc.
- Provides general information and referral services to the campus, especially outside of normal business hours.
- Makes inquiries and enters a variety of records into the CLETS database, NCIC and CLEWS systems, including but not limited to registration checks on vehicles, stolen property or gun checks, warrants or missing persons.

- Interprets database returns for officers in the field and broadcasts them as needed, and understands that misuse of these systems is a criminal offense.
- Contacts public and private agencies and requests mutual assistance, including other law enforcement agencies, fire, ambulance, towing services and utilities.
- Maintains telecommunication briefing books of all missing persons, runaways, wanted persons, stolen vehicles, etc.
- Monitors campus fire, panic, intrusion and environmental alarm systems and processes all alarms according to procedures by type of alarm.
- Maintains department's computerized law enforcement records system (RIMS), which includes making timely entries regarding calls for service, crime reports, citations and persons contacted.

25%-Clerical/Record Keeping

- Process all crime reports and citations which includes keyboarding, printing, copying, scanning, distribution and filing.
- Files department correspondence.
- Takes messages for all department personnel.
- Answers multi-line telephones promptly and professionally, and forwards calls or information in a timely manner.
- Occasionally prepares various statistical reports as requested.
- Provides computer entry and documentation of parking citations, permits, boots and querying of the parking computer systems.
- Updates 826-INFO line in accordance with department directives or as needed in an emergency event.
- Takes active and daily role in archiving of various reports, records and logs.

15%-Miscellaneous

- Keeps immediate supervisor and other designated personnel accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.
- Assists with campus lost and found, which includes receiving, processing, filing, attempting owner contact.
- Maintains various logs through computer aided dispatch, Excel, or other specialty forms such as maintenance requests, Incident Memorandums, activity logs, and the master open/closing building schedules for all buildings on campus.
- Processes and maintains RIMS warrant database through regularly processing of reports from the local courts.
- Issues and maintains records for building pass system (after hours use of campus buildings).
- Distributes and maintains a log for a variety of campus keys checked out from the department.
- Maintains and updates various dispatch, radio, CLETS and NCIC manuals as needed.
- Responds to questions and comments from the public in a courteous and timely manner providing accurate, professional, and appropriate information.

- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices and new developments in the assigned work area and industry.
- Communicates and coordinates regularly with appropriate persons to maximize the effectiveness and efficiency of interdepartmental operations and activities.
- May be asked to train new dispatchers.
- Performs other directly-related duties consistent with the role and function of the job classification.
- Informally monitors and uses CCTV system and remote control which records a variety of locations on campus.
- Operates the campus emergency public address system as needed during emergencies and during scheduled tests.

5% Other duties as assigned

Required Knowledge, Skills, and Abilities:

- Ability to work independently with minimal supervision.
- Ability to effectively handle simultaneous events under stress.
- Ability to speak clearly and concisely.
- Ability to hear, record and accurately recall radio transmissions, alarms, scanner traffic and telephone conversations, often simultaneously.
- Ability to sit/stand for extended periods of time as required (often working a minimum 12-hour shift).
- Ability to remain calm and maintain professionalism in radio transmissions and public relations during emergency, difficult, and stressful situations.
- Ability to elicit information from upset/irate people in a calm and professional manner.
- Ability to efficiently operate all required public safety telecommunications equipment and computer systems.
- Ability to learn geographic features, streets and buildings on campus.
- Ability to read and interpret various manuals and codes.
- Ability to exercise sounds, independent judgment.
- Ability to communicate effectively with others, both orally and in writing, using both technical and non-technical languages.
- Ability to understand and follow oral and/or written policies, procedures and instructions.
- Ability to use logical and creative thought processes to develop solutions and problem-solve in accordance with written specifications and/or oral instruction.
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- Ability to perform a wide-variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.
- Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.
- Ability to travel and attend various meetings, training seminars, and conferences.
- Ability to become a trainer.
- Experience building and sustaining collaborative working relationships with a variety of individuals from diverse backgrounds.
- Demonstrated sensitivity to cross-cultural perspectives and experiences.

Minimum Qualifications: Applicants must be able to meet the following:

Education & Experience:

- High school diploma or equivalent.
- One year of verifiable experience using a switchboard and two-way radio communication system in a law enforcement or comparable agency within the last ten years.
- Essential entry qualifications require the ability to effectively use a phonetic alphabet, speak clearly and concisely, follow oral and written instructions, transfer information accurately, handle a wide range of interpersonal interactions effectively, and learn the use of applicable automated dispatch and law enforcement systems and databases.
- Incumbents must have completed or be able to attend and successfully complete the Police Officers Standards and Training (P.O.S.T.) Dispatcher Course. Incumbents who, upon hire, do not possess a P.O.S.T. Dispatcher Certificate also will be required to pass a written test related to essential dispatching skills.
- Additionally, incumbents must successfully pass supplemental P.O.S.T. requirements for dispatchers such as a background check, physical and psychological examinations, drug testing, and related requirements.

Preferred Qualifications:

- Two years of clerical experience involving public contacts, or one year of military or civilian police experience, or one year of experience operating radio and other communications equipment
- Availability to rotate shifts, work nights, weekends, overtime, holidays and emergency call-back
- Ability to type or word process 45 wpm.

METHOD OF SELECTION:

The recruitment process may include any or all of the following: written examination, oral interview, physical agility examination, and Chief's interview prior to any conditional offer of employment.

The candidate is required to complete a POST background check, drug test, physical examination and psychological examination, prior to assuming this position. A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to

satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

Application Procedure: To apply, qualified candidates must electronically submit the following materials via PageUp:

- Letter of Interest
- Resume or Curriculum Vitae
- Contact information for at least three professional references
- *If a lateral candidate, the application must include proof of graduation from a California POST law enforcement academy or a copy of the applicant's California POST Basic Certificate.*

Application Deadline: The deadline to submit application materials for first review is 11:59 p.m. on Wednesday, January 4, 2023. The final deadline to submit application materials is 11:59 p.m. on Wednesday, January 25, 2023.

Any inquiries about this recruitment can be directed to careers@humboldt.edu or Cal Poly Humboldt's Human Resources Office at (707) 826-3626.

Cal Poly Humboldt is part of the 23-campus California State University system and one of only three polytechnic universities in the system. The University has a comprehensive arts and sciences curriculum, which is recognized nationally for its high academic quality. Founded in 1913, Cal Poly Humboldt is one of the premier public institutions in the Western United States; it is a rural and residential campus of approximately 7,000 students. The main campus is located in Arcata, California, in the northwestern part of the state along the coast, and situated among redwood trees in an area that offers unmatched scenic beauty, moderate climate, and opportunities for outdoor activities. The surrounding Humboldt County locale has a population of approximately 135,500. The community offers an excellent range of businesses, services, and cultural activities and performances. The local schools are ranked in the top performance percentiles, both nationally and in the state.

Working in the state of California is a condition of employment for this position. Even if part or all of an employee's assignment can be performed remotely, the employee must maintain a permanent residence in the state of California. The employee must be able to accept on-campus work assignment, as assigned, and come to campus when needed.

CSU requires faculty, staff, and students who are accessing campus facilities to be immunized against COVID-19 or declare a medical or religious exemption from doing so. Any candidates advanced in a currently open search process should be prepared to comply with this requirement. The systemwide policy can be found at <https://calstate.policystat.com/policy/9779821/latest/> and questions may be sent to hr@campus.edu.

Cal Poly Humboldt hires only individuals lawfully authorized to work in the United States. In compliance with state and federal crime awareness and campus security legislation, including The Jeanne Clery Disclosure of Campus Security Policy and Crime Statistics Act, California Education Code section 67380, and the Higher Education Opportunity Act (HEOA), the Cal Poly Humboldt Annual Security Report is available at: <https://clery.humboldt.edu/content/annual-security-reports>.

CAL POLY HUMBOLDT IS NOT A SPONSORING AGENCY FOR STAFF OR MANAGEMENT POSITIONS (e.g. H1-B VISAS)

Evidence of required degree(s), certification(s), or license(s) is required prior to the appointment date. Satisfactory completion of a background check (including a criminal records check, employment verification, and education verification) is required for employment. Cal Poly Humboldt will issue a contingent offer of employment to the selected candidate, which may be rescinded if the background check reveals disqualifying information, and/or if it is discovered that the candidate knowingly withheld or falsified information. Certain positions may also require a credit check, motor vehicle report, and/or fingerprinting through Live Scan service. Failure to satisfactorily complete or adverse findings from a background check may affect the employment status of candidates or continued employment of current CSU employees who are being considered for the position.

Cal Poly Humboldt is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality reflecting the ethnic and cultural diversity of the state. Additional information about Cal Poly Humboldt can be found at www.humboldt.edu.

Cal Poly Humboldt is a Title IX/Affirmative Action/Equal Opportunity employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or any other legally protected status. Mandated Reporting: This position may be considered a "mandated reporter" under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment. This position may be considered a "Campus Security Authority", pursuant to the Clery Act, and is required to comply with the requirements set forth in CSU Executive Order 1107 as a condition of employment.

Additionally, all CSU staff and faculty receive training annually on their obligations in responding to and reporting incidents of sexual harassment and sexual violence. You will be notified by email when you are required to take this mandated training.

Class Code: 8800

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See more photos at [Cal Poly Humboldt's Flickr page](#).