

JOB TITLE: Community Safety Dispatcher
PAY GRADE: CL 17
LAST REVISED: August 2023

*Job Descriptions/Class Specifications are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

Sierra College has a strong commitment to the achievement of equity and inclusion among its faculty, staff, and students and values the rich, diverse backgrounds that make up the campus community. A strong candidate for this position must have the understanding and ability to successfully support individuals with varying backgrounds. This includes persons with disabilities, various gender identities and sexual orientations, as well as individuals from historically underrepresented communities and other groups. Our District is committed to providing strategies for success and proactive student-centered practices and policies focused on eliminating equity gaps to ensure the District provides an inclusive educational and employment environment focused on strategies for success and equitable outcomes for all.

SUMMARY DESCRIPTION

Under general supervision from assigned manager, performs a variety of safety communications and dispatching, office support, and routine administrative duties of a general or specialized nature in support of the function to which assigned; provides a variety of day-to-day District and campus safety activities; maintains a variety of files and records; provides information and assistance to students, faculty, staff, and the general public; and performs a variety of tasks related to safety, security, and parking.

REPRESENTATIVE DUTIES

The following duties are typical for this job classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Serves as the initial point of contact for the Community Safety Department for the District properties; receives calls for emergency and non-emergency situations on District sites; determines priority and proper response to calls; dispatches Community Safety staff or contacts first responders, such as police and fire officials, and local agencies.
2. Acts as the primary resource for emergency and non-emergency personnel and services such as police, fire, ambulance services, and behavioral health professionals during calls for needed services; documents all incidents and/or issues on campus; communicates necessary information to all District sites related to emergency situations and/or threats.
3. Utilizes a variety of computer applications and software packages, including records management systems, security cameras, and two-way radio systems.
4. Reviews information and enters data into appropriate relational databases for use in mailings and call lists; maintains and generates reports from a database or network system.
5. Greets and receives office visitors and telephone callers, resolves complaints, and provides materials and information related to assigned area of responsibility; refers callers and delivers messages to appropriate staff and/or department for further assistance.
6. Creates, updates, and edits a variety of correspondence, documents, and forms, including but not limited to meeting agendas, reports, and memoranda from rough draft, recordings, or verbal instruction; disseminates information, as appropriate.
7. Maintains and assigns Body-Worn Cameras (BWCs) to new and current Community Safety personnel; communicates any changes in BWCs to internal department staff and management; ensures BWCs are in working order; arranges for maintenance and/or repairs of equipment, as needed.
8. Confirms daily and evening facility and classroom usage; ensures schedule of locking and unlocking doors is provided to appropriate onsite personnel.
9. Maintains confidentiality in a broad array of situations and circumstances, such as sensitive student or staff incidents and other information.

10. Presents department and/or program information to students, employees, and the public; assists in preparing and disseminating safety and security program materials including handbooks, manuals, directories, web pages, contracts, and class schedules; monitors, reviews, edits, and updates department materials; receives, sorts, and delivers materials.
11. Verifies and reviews materials, applications, records, files, and reports for completeness, conformance and accuracy with the District's established rules, regulations policies, and procedures; applies applicable policies and procedures in determining completeness and accuracy of applications, records, files, and reports; collects and processes appropriate information.
12. Performs Live Scan operations for District employee hires; receives, scans, and submits fingerprints for review and clearance in compliance with California Department of Education Code.
13. Issues District-wide parking permits and provides parking enforcement information to students, staff, management, and the public; partners with safety and security on actions taken or to be taken related to parking violations.
14. Takes reports of emergency and non-emergency calls; ensures information contained in report is accurate and in compliance with local, state, and federal laws; determines next steps in reporting criminal and/or civil actions; logs in appropriate databases to ensure compliance with The Clery Act.
15. Collects and analyzes policy violations, criminal actions, and District and external agency reports to compile, complete, and submit annual Clery Act reporting; ensures all violations reportable are recorded and accurately submitted as required on an annual basis.
16. Maintains accurate and up-to-date files and records; develops and monitors various logs, accounts, and files for current and accurate information; verifies accuracy of information, researches discrepancies, records, and updates information; organizes and maintains various moderate to complex filing systems such as e-files, scanned files, and shared department folders.
17. Performs a variety of routine administrative accounting duties and responsibilities involved in financial record keeping and reporting; maintains a variety of accounting records, logs, and files; compiles information and data for statistical and financial reports; verifies, tabulates, and corrects data.
18. Partners with District and campus departments to mitigate risk and safety considerations for District; prepares and distributes emergency, urgent, and non-emergency safety and/or security communications as directed by assigned manager.
19. Updates and audits database systems and records such as Automated Record Management System (ARMS) to document, record, and update license plate data and information relevant to violation history, outstanding fees, and Law Enforcement Computer Aided Dispatch (CAD) for a variety of safety/security incidents, actions, and/or requests.
20. Assists in developing and maintaining a budget for the assigned area; sets up and maintains financial documentation of all budget transactions; creates and maintains spreadsheets and accesses information from various databases; prepares and reconciles purchase orders; verifies proper coding of expenditures; reviews, codes, and processes requisitions, invoices, expense forms, reimbursement claims, and payroll timesheets; verifies proper amounts, hours, and account coding; receives and accounts for various fees and payments; establishes and processes instructor payment.
21. Maintains calendar of activities, meetings, and various department events; coordinates activities and special projects with other divisions and departments.
22. Schedules and prepares for a variety of meetings; prepares and distributes agendas; makes arrangements and reserves rooms for facility usage; attends meetings related to assigned division; takes and prepares minutes as assigned; disseminates information as appropriate.
23. Attends meetings, as needed, related to student conduct incidents occurring on District sites.
24. Creates and submits Board of Trustee agenda items for review, approval, and addition to Board Meeting Agenda; ensures agenda item(s) submitted for ratification and/or approval is in District's approved format and follows District procedures.
25. Receives, sorts, and distributes incoming and outgoing mail and correspondence.
26. Assists assigned manager with marketing; prepares a variety of documents for publications and marketing pieces, including signage, brochures, flyers, event programs, and related materials.

27. Maintains office supplies and inventories; orders, receives, and maintains office supplies, hardware, software, and equipment.
28. Provides onboarding support, general work training, guidance, supervision assistance, and directs activities of students or temporary employees.
29. Performs related duties that support the overall objective of the position.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Federal, state, and local laws, regulations, codes, and policies used in law enforcement and public safety organizations.
- Basic principles and techniques used in public safety and/or security situations, including methods, techniques, and protocols during emergency situations.
- Safety and security operating and communication systems equipment, including body-worn cameras, surveillance camera systems, two-way radios, monitoring devices, and other emergency communication devices.
- The Clery Act reporting requirements related to California Community Colleges.
- Student conduct rules and regulations, including reporting requirements related to student conduct violations as reported to or by the Community Safety Department.
- Local and campus geography, including, but not limited to, buildings and interior layouts/structures, roads, walkways, parking lots, and natural areas.
- Public safety organizations, operations, and personnel, including other local government structures.
- Principles, practices, and procedures of basic fiscal, statistical, and administrative record keeping.
- Basic mathematical concepts.
- Basic accounting theory, principles, and practices.
- Basic principles of report preparation.
- English usage, grammar, spelling, punctuation, and vocabulary.

Ability to:

- Follow safety and security policies, procedures, and protocols.
- Analyze and evaluate emergency situations and carry out effective course of action while following prescribed procedures.
- Remain flexible and adapt to changing circumstances, be accurate and detail oriented, and maintain a high level of organization and prioritization.
- Demonstrate critical thinking skills to prioritize multiple events based on available resources.
- Work well under pressure and in stressful emergency situations.
- Exercise good judgement and make sound decisions in emergency situations.
- Maintain confidentiality of students, District personnel, and the public, as necessary, depending on security, safety, and/or emergency situations.
- Follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing, with District and campus personnel, students, emergency personnel, first responders, and the public
- Utilize office procedures, methods, and use equipment, including computers, technology, and applicable software applications sufficiently to perform the duties of the classification.
- Provide onboarding support, general work training, guidance, supervision assistance, and direct activities of students or temporary employees.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Work independently or collaboratively.
- Apply District policies and procedures.

EDUCATION AND EXPERIENCE GUIDELINES

Any combination of education and experience that demonstrates the required above knowledge and abilities is qualifying. Examples of ways to obtain the above knowledge and abilities could include, but are not limited to, the following:

Education/Training

- Equivalent to the completion of the twelfth grade or General Educational Development (GED).

Experience

- Two years of general administrative experience with extensive public contact, preferably working in a public safety environment.

License/Certificate - Possession of, or ability to obtain within a reasonable timeframe, each of following:

- Valid California Driver's License with acceptable driving record.
- CPR, First Aid, and AED Certifications.
- Hazardous Materials Awareness Certificate.
- School Security Guard (SB 1626) Training.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting. Position may be required to work evenings, nights, weekends, and an alternative schedule.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally walk, stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination, including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

Hearing: Hear in the normal audio range with or without correction.

Board Approval: September 12, 2023