

MT. SAN ANTONIO COLLEGE

Human Resources

REQUEST TO FILL - STAFF and ADMINISTRATIVE POSITIONS

**This form is used to gain approval prior to recruiting for a position.

Instructions for completing this form are located on the back.

Position: Dispatcher I

Department: Police & Campus Safety

Time (FTE): 1 Term (months/year): 12 months

Work Schedule (Days, Hours): Monday-Sunday 0600-2330

Salary Schedule (Range): A-69 (\$45,500-\$61,911)

Background and Rationale (use back of form if additional space is needed): This position is available due to the separation of a dispatcher candidate.

Continued Funded Position (ex. Vacancy) Former Employee (if applicable): Martinez, Adriana Last day of employment: 5/31/20 Reason for vacancy: Prob Sep (Attach Existing Job Description)

Newly Funded Position Fiscal Year

No Existing Job Description (Attach Draft of New Job Description)

Classified Confidential Supervisory Administrative

**For Temporary Special Project Administrators only

Temporary Special Project Administrator (Refer to AP 7135)

Temporary Special Project Administrators can only be hired through the end of the current fiscal year. These positions can be renewed each fiscal year, for up to five (5) years maximum with a status change form.

Funding From:

Please list any changes in the budgeted position as described above (i.e., title, time, term, etc.). None

Please list the Account Number(s) and Budget Amount(s) that is/are being used to fund this Position. This section MUST be completed in order to provide budget for the position.

Account Number(s): 17631-631000- 211000-695000-2100 100 % Amount \$ 88,072

Account Number(s): % Amount \$ -61,911

Funding: (check all that apply) General Fund Unrestricted Restricted Funds Categorical Grant Temporary Annual renewal of this position is contingent upon the College's receipt of continued funding

Duration (if grant/temporary funded): Beginning date: End date:

Comments:

Signatures:

1. Requesting Manager Signature

Date 9/1/21

4. Human Resources Signature

Date

2. Division Vice President Signature

Date 9/2/21

5. Vice President, Human Resources

Date 9/9/21

3. Chief Compliance/Budget Officer Signature

Date 09/08/2021

Funding available Funding not available Position Number: CA9957 Contract Number:

Comments:

Reviewed by President's Cabinet, the following action was taken on the above request:

Approved to fill immediately Denied Modified

If position does not have funding, provide funding directions:

Rationale:

Signature of President/CEO

September 14, 2021 Date

DISPATCHER I

DEFINITION

Under general supervision, receives public safety and emergency calls and dispatches public safety units following prescribed procedures; maintains effective and efficient communications with law enforcement and other agencies; answers emergency and non-emergency calls for public safety and other District divisions/departments; performs a variety of general administrative support duties, including record keeping, typing, and filing.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from management personnel. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Incumbents in this classification independently perform the full range of public safety dispatch, customer service, and related office support duties. This class is distinguished from Dispatcher II, in that the latter performs a more complex range of duties and exercises independent judgement within the scope of the Public Safety Office.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

1. Receives and evaluates public safety and emergency calls, and related business calls for the District; provides information and/or transfers calls to the appropriate division/department, agency, or response organization; takes messages for department personnel.
2. Dispatches public safety emergency units in accordance with established procedures and policies using a radio dispatch system, including determining priority of emergency and contacting and sending appropriate response unit.
3. Maintains contact with field units, including accounting for location and status of units and maintaining records of field calls.
4. Logs call data in a written or automated format; monitors calls after initial dispatch to provide additional coordination, support, or information.
5. Assists public at front counter and directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
6. Assists callers and visitors with and provides information regarding parking permits, citations, appeals, appeal denials, administrative hearings, and related policies, procedures, rules and regulations.
7. Performs a variety of routine office administrative duties to support departmental operations, including word processing, data entry and organization, counter reception, record-keeping, preparing records and basic reports, filing, and maintaining office and related supplies.
8. Assists in maintaining accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
9. Assists in verifying and reviewing forms and basic reports for completeness and conformance with established procedures; applies departmental and program policies and procedures in determining completeness of records, and files.
10. Prepares, copies, collates, and distributes a variety of documents; ensures proper filing of copies in departmental or central files.
11. Composes, types, formats, and proofreads a variety of routine reports, letters, documents, flyers, brochures, and memoranda; types from rough drafts or verbal instructions; checks drafts for punctuation, spelling, and grammar; suggests corrections.

14. Make accurate arithmetic, financial, and statistical computations.
15. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
16. Establish and maintain a variety of filing, record-keeping, and tracking systems.
17. Schedule and coordinate projects; set priorities; adapt to changing priorities; meet critical time deadlines.
18. Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
19. Operate modern office equipment, including computer equipment and word-processing, database, and spreadsheet application programs.
20. Use English effectively to communicate in person, over the telephone, and in writing.
21. Understand scope of authority in making independent decisions.
22. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
23. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of twelfth (12th) grade and one (1) year of general office clerical experience or one (1) year of experience in a public safety or law enforcement agency dispatch center.

A P.O.S.T. Basic Dispatcher Certificate will qualify incumbents for an increased pay grade.

Licenses and Certifications:

1. Possession of, or ability to obtain, a valid California Driver's License by time of appointment;

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and telephone; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL ELEMENTS

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff and/or public in interpreting and implementing District policies and procedures.