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| **DIVISION** | | **CLASSIFICATION** | | **POSITION NUMBER**  **(Agency-Unit-Class-Serial)** | |
| Law Enforcement & Emergency  Services (LEESD) | | Communications Operator | | 549-807-1670-XXX | |
| **DISTRICT/HQ SECTION** | | **WORKING TITLE** | | **CBID** | |
| Telecommunications | | Communications Operator | | R07 | |
| **SECTOR/HQ UNIT** | | **REPORTING LOCATION** | | **INCUMBENT** | |
| Northern Communications Center (Norcom) | | Norcom, Rancho Cordova, CA | |  | |
| **STATE HOUSING (Check if applicable)** | | | | **IMMEDIATE SUPERVISOR** | |
| State Housing may be required. | | | | Communications Supervisor | |
| **POSITION DESCRIPTION** | | | | | |
| Under the general supervision of the Northern Communications Center (NORCOM) Communications Supervisor, the  Communications Operator performs skilled technical communications work in the operation of the VESTA telephone  system and the NORCOM Communication System receiving and transmitting information by radio, telephone, and  computer terminal. Incumbent exercises independent judgment in transmitting law enforcement information and  responding to inquiries, complaints, and requests for emergency assistance. Incumbent is required to draw upon their  extensive training, departmental policies and procedures, mandates, and laws governing a dispatcher’s response and  conduct when determining the appropriate action to take in any given situation while dispatching for multiple  agencies such as, California State Parks (DPR), Department of Fish and Game (DFG), U.S. Fish and Wildlife (USFW).  Performs multiple tasks simultaneously while working under stress and maintaining composure. Extracts critical  information from incoming calls; differentiates between priority and emergency messages and initiates and follows  through on responses; establishes priorities and takes appropriate action; determines the police officers and fire  personnel's welfare from voice inflection; and anticipates the police officers and fire personnel's need for assistance. | | | | | |
| **ALL EMPLOYEES ARE RESPONSIBLE FOR CONTRIBUTING TO AN INCLUSIVE, SAFE, AND SECURE WORK ENVIRONMENT THAT VALUES DIVERSE CULTURES, PERSPECTIVES, AND EXPERIENCES, AND IS FREE FROM DISCRIMINATION.** | | | | | |
| **ESSENTIAL FUNCTIONS:** | | | | | |
| **%** | **TASK/DUTIES** | | | | |
| **50%** | **Public Safety and Enforcement Dispatching**  Gathers information via radio, telephone, computer terminal; uses independent judgment to assess,  evaluate and prioritize requests for service; and determines appropriate procedure and necessary action.  Accurately receive and record reports of medical, law enforcement, land and aquatic rescues, searches,  and other emergencies from private citizens, other dispatch centers, field personnel, or allied agencies.  Accurately locate the position of field units, victims, and emergencies, on topographic, street, and area  maps. Accurately select correct radio frequencies, channels, mobile relays, transmitters, and receivers.  Accurately interpret location information from the public, field units, and allied agencies. Accurately relay  in a clear, concise manner, directions to field units and allied agencies. Dispatch gathered information,  forwarding all pertinent details to field units or other appropriate personnel. Verify that dispatched  information is acknowledged and document response. Requests emergency medical, law enforcement,  fire, search and rescue, other allied agencies for emergency and non‐emergency services. Contact  appropriate personnel for any fire or other threat to state property. Make all appropriate notifications  according to protocols established for death, major accidents, and critical incidents according to  Department Policy, DPR 978 (Serious Incident Notification). Contact tow companies for law enforcement  storage/impound and private citizen requests. Contact animal control as required or requested by field  personnel. Contact parents of unaccompanied minors as required or requested by field personnel.  Promptly answer all dedicated DFG telephone lines as well as DPR business and emergency lines. Monitor  numerous radio frequencies to communicate with other law enforcement agencies to provide assistance  and/or information. | | | | |
| **25%** | **Database Querying**  Obtains vital information through the use of California Law Enforcement Telecommunications System  (CLETS), National Crime Information Center (NCIC), National Law Enforcement Telecommunications  System (NLETS), California Justice Information System (CJIS), and Department of Motor Vehicles (DMV)  Cal‐Photo system. Accurately receive and process requests from appropriate personnel for information.  Use the CLETS to make accurate entries, per DOJ standards, into the various systems used by the  communications center to assist officers in the field. Accurately enter information/interpret responses  from DMV regarding drivers license and vehicle registration information. Accurately enter/interpret  impounded/stored/stolen vehicles and locates on found vehicles into the Stolen Vehicle System (SVS).  Accurately enter contact messages into the Supervised Release File (SRF) for all parolees, probationers,  and/or sex/arson registrants. Accurately enter locate information in the Missing and Unidentified Persons  System (MUPS). Accurately enter/interpret found, stolen, or evidence property in the Automated  Property System (APS). Accurately enter/interpret information received from Domestic Violence  Restraining Orders (DVROS), such as the timely entry of an Emergency Protective Order (EPO). Accurately  interpret/disseminate information received from the Criminal History System (CHS). Accurately  interpret/confirm information received from the Wanted Persons System (WPS) relating to arrest  warrants on a subject. Accurately enter/interpret found, lost, stolen, under observation, crime gun,  destroyed, or evidence weapons in the Automated Firearms System (AFS). | | | | |
| **15%** | **CAD System Operation**  Operates CAD system by accurately entering and/or updating information stored within the system.  Accurately enter officer status, location, and public safety information. Record and maintain legible,  accurate, and complete radio logs. Issue event numbers for crimes, accidents, and incidents. Accurately  input information received from inquiries through CLETS, NCIS, and CJIS systems. Enter/Update field  interview (FI) card file. Enter/Update GEO (location) file. Enter/Update Peace Officer contact information  file. Maintains entries into the Californians Turn in Poachers and Polluters (Cal‐tip) database. Receive  information from callers transferred from the toll‐free Cal‐tip line. Accurately enter the information into  the Cal‐tip database to receive a Cal‐tip number. Relay Cal‐tip number and information to appropriate  warden for the area. When Office of Spill Prevention and Response (OSPR) requests a warden to respond  for a hazardous materials spill, dispatches appropriate warden for the area. | | | | |
| **5%** | **Training**  Provides training for probationary dispatchers to a level consistent with the Commission on Peace Officer  Standards and Training (POST) with focus placed on the specific needs of NORCOM. In order to comply  with POST training requirements, all Communications Operators must attend 24 hours of training every  24 months. | | | | |
| **MARGINAL FUNCTIONS:** | | | | | |
| **%** | **TASK/DUTIES** | | | | |
| **5%** | Other job-related duties as assigned and necessary for operational continuity. Attend staff meetings and trainings and prepare administrative paperwork to meet operational needs. | | | | |
| **TYPICAL WORKING CONDITIONS** | | | | | |
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| **TELEWORK DESIGNATION:** | | | | | |
| This position is designated as not telework eligible. | | | | | |
| **SPECIAL REQUIREMENTS:** | | | | | |
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| **The statements contained in this job description reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. The incumbent of this position may perform other duties (commensurate with the classification) as assigned, including work in other functional areas to cover during absences, to equalize peak work periods, or to otherwise balance the workload.** | | | | | |
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| **SUPERVISOR STATEMENT:**  I CERTIFY THIS DUTY STATEMENT REPRESENTS AN ACCURATE DESCRIPTION OF THE ESSENTIAL FUCNTIONS OF THIS POSITION. I HAVE DISCUSSED THE DUTIES OF THIS POSITION WITH THE EMPLOYEE AND PROVIDED THE EMPLOYEE WITH A COPY OF THIS DUTY STATEMENT. | | | | | |
| **SUPERVISOR NAME (PRINT OR TYPE)** | | | **SUPERVISOR SIGNATURE** | | **DATE** |
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| **EMPLOYEE STATEMENT:**  I CERTIFY I HAVE READ, UNDERSTAND, AND CAN PERFORM THE DUTIES OF THIS POSITION EITHER WITH OR WITHOUT REASONABLE ACCOMMODATION. I HAVE DISCUSSED THESE DUTIES WITH MY SUPERVISOR AND HAVE BEEN PROVIDED A COPY OF THIS DUTY STATEMENT. | | | | | |
| **EMPLOYEE NAME (PRINT OR TYPE)** | | | **EMPLOYEE SIGNATURE** | | **DATE** |
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