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| **DIVISION** | **CLASSIFICATION** | **POSITION NUMBER** **(Agency-Unit-Class-Serial)** |
| Law Enforcement & EmergencyServices (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, theCommunications Operator performs skilled technical communications work in the operation of the VESTA telephonesystem and the NORCOM Communication System receiving and transmitting information by radio, telephone, andcomputer terminal. Incumbent exercises independent judgment in transmitting law enforcement information andresponding to inquiries, complaints, and requests for emergency assistance. Incumbent is required to draw upon theirextensive training, departmental policies and procedures, mandates, and laws governing a dispatcher’s response andconduct when determining the appropriate action to take in any given situation while dispatching for multipleagencies 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 criticalinformation from incoming calls; differentiates between priority and emergency messages and initiates and followsthrough on responses; establishes priorities and takes appropriate action; determines the police officers and firepersonnel'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 areamaps. Accurately select correct radio frequencies, channels, mobile relays, transmitters, and receivers.Accurately interpret location information from the public, field units, and allied agencies. Accurately relayin 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 dispatchedinformation is acknowledged and document response. Requests emergency medical, law enforcement,fire, search and rescue, other allied agencies for emergency and non‐emergency services. Contactappropriate personnel for any fire or other threat to state property. Make all appropriate notificationsaccording to protocols established for death, major accidents, and critical incidents according toDepartment Policy, DPR 978 (Serious Incident Notification). Contact tow companies for law enforcementstorage/impound and private citizen requests. Contact animal control as required or requested by fieldpersonnel. 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. Monitornumerous radio frequencies to communicate with other law enforcement agencies to provide assistanceand/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 TelecommunicationsSystem (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 thecommunications center to assist officers in the field. Accurately enter information/interpret responsesfrom DMV regarding drivers license and vehicle registration information. Accurately enter/interpretimpounded/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 PersonsSystem (MUPS). Accurately enter/interpret found, stolen, or evidence property in the AutomatedProperty System (APS). Accurately enter/interpret information received from Domestic ViolenceRestraining Orders (DVROS), such as the timely entry of an Emergency Protective Order (EPO). Accuratelyinterpret/disseminate information received from the Criminal History System (CHS). Accuratelyinterpret/confirm information received from the Wanted Persons System (WPS) relating to arrestwarrants 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. Accuratelyinput information received from inquiries through CLETS, NCIS, and CJIS systems. Enter/Update fieldinterview (FI) card file. Enter/Update GEO (location) file. Enter/Update Peace Officer contact informationfile. Maintains entries into the Californians Turn in Poachers and Polluters (Cal‐tip) database. Receiveinformation from callers transferred from the toll‐free Cal‐tip line. Accurately enter the information intothe Cal‐tip database to receive a Cal‐tip number. Relay Cal‐tip number and information to appropriatewarden for the area. When Office of Spill Prevention and Response (OSPR) requests a warden to respondfor 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 OfficerStandards and Training (POST) with focus placed on the specific needs of NORCOM. In order to complywith POST training requirements, all Communications Operators must attend 24 hours of training every24 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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