



**SAN MATEO COUNTY
COMMUNITY
COLLEGE DISTRICT**

Cañada College ♦ College of San Mateo ♦ Skyline College

GENERIC POSITION DESCRIPTION

PUBLIC SAFETY OFFICE MANAGER/DISPATCHER

A Classified Professional/Supervisory Position

Grade 170S – Salary Schedule 40

A. General Statement

This is professional work at the action level involved in security dispatcher services, supervision of non-academic staff, and administrative support for the Public Safety Department with an expectation of resolving problems and making independent decisions with minimum supervision. The Public Safety Office Manager (Dispatcher) reports directly to the Public Safety Department Director/ Chief. The position is responsible for staffing the District Public Safety Communications Center, serving as the first point of contact for students, faculty, staff, guests, visitors and affiliates of the District. The PSO Manager exercises independent judgment while initiating and coordinating office procedures, work assignments of Public Safety Officers and/or Public Safety Assistants in collaboration with the Public Safety Captains, and timelines in order to provide support for administrative unit, analyzes situations accurately, and takes appropriate action in identifying problems and recommending solutions. This position is accountable for performing in a multitasked environment which calls for expeditiously, accurately, and simultaneously responding to all emergency and non-emergency requests and calls for service that come through the District Public Safety Communications Center (whether by telephone, text, radio, or walk-in).

Public contact is extensive, and involves College and District staff, faculty, students, vendors, other educational institutions, business and community representatives, regulatory agencies, and governmental agencies for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity is required to resolve many minor and occasional major problems that arise, by selecting from among alternative procedures that are available. Consequences of errors in judgment can impact the safety of persons and the security of property, and can also result in loss of employee time. Public Safety Office Manager (Dispatcher) can supervise the work of Public Safety Officers, Public Safety Assistants, other clerical staff, volunteers and student assistants as assigned.

B. Duties & Responsibilities

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Recommends and assists in the development of administrative policies and procedures.

2. Responsible for participation in the selection of Public Safety Officers, Public Safety Assistants, other clerical staff, student assistants and volunteers; coordinates staff training, conducts performance evaluations in collaboration with Public Safety Captains.
3. Manages maintenance of departmental record keeping systems and reports, in collaboration with the Public Safety Director/ Chief and Public Safety Captains, to ensure compliance with legal requirements and departmental policies.
4. Dispatches and records all incoming calls for service, while simultaneously monitoring and responding to various radio frequencies, telephone lines, life/safety/intrusion alarm systems and security cameras.
5. Manages and reviews public safety officers' duty status (location, assignment, condition) of all field units; assign public safety officers to new assignments for manage call outs and in cases of emergencies.
6. Develop public safety emergency notifications via telephone, UHF radio, mass text notification, emergency public address system and email to disseminate to all District employees.
7. Attends all emergency preparedness, dispatcher training required of position
8. Exercise initiative and judgment in planning and maintaining a Public Safety Office department calendar to plan workload and manage district-wide events and meetings.
9. Strategically plans, organizes, coordinates, and directs office workflow and makes workload assignments of all public safety officers and/or public safety assistants
10. Reviews office workflow for efficiency and makes recommendations for modifications, including planning, creating, and implementing new and modified office forms and procedures in collaboration with the Public Safety Captains and Director/Chief.
11. Researches and compiles data for statistical, financial and other reports, special projects, grant applications, contracts, correspondence, surveys, presentations, agenda materials, division/department programs and services, and other uses
12. Oversees unit budget maintenance, coordinating and monitoring budget development, processing budget transfers and expenditure journals, and provides budget updates to management as needed.
13. Performs other related duties as assigned

C. Requirements

1. Graduation from high school and completion of college courses or equivalent training in business administration, office administration, public administration, construction management, or facilities management and construction management or a closely related field
2. Successful general clerical experience of increasing responsibility
3. Possession of a California Commission on Peace Officer Standards & Training (P.O.S.T.) Public Safety Dispatcher Basic Certificate or ability to successfully obtain one.
4. Demonstrated ability to communicate sensitivity, constructively and respectfully with people of diverse genders, cultures, language groups, and abilities, including persuasive communication; giving clear and concise instructions while displaying a professional command presence.
5. Sensitivity to and understanding of the diverse academic, socioeconomic, cultural, and ethnic backgrounds of community college staff, faculty, and students.
6. Proficiency in the use of a variety of computer software including MS Office Suite for data entry, modification, and retrieval and to prepare correspondence and other written materials.
7. Possession of a valid California driver's license (or the ability to obtain one) and the ability to drive throughout the District and off-site locations.
8. Possession of or the ability to obtain an American Red Cross First Aid and Cardiopulmonary Resuscitation (CPR) Certificate.
9. Experience with research and compiling data for, formatting, and preparing statistical, financial and other reports
10. Demonstrated skill in multitasking, prioritizing workloads, and working independently

11. Demonstrated skill in working as part of a customer service team

D. Physical/Other Requirements

This classification requires standing, sitting, walking, reaching, stooping, pulling, pushing, climbing stairs; visual comparison; good memory; data analysis; tact, diplomacy, sensitivity to others; oral communication, including persuasive communication; attention to details; flexibility and quick decision-making to handle sudden changes in environment and surroundings; exercising caution and performing tasks safely in potentially hazardous environments, and manual dexterity in order to perform the essential functions.

E. Knowledge, Skills & Abilities

1. Knowledge of office organizational procedures including workflow, current office equipment, supplies, file systems and computer applications
2. Skill in multitasking and workload prioritizing under deadline pressure, using independent judgment for decision-making
3. Skill in use of the Microsoft Office Suite, Adobe Creative Suite, and web-based content management systems
4. Skill in respectful, tactful and sensitive interaction with people who are diverse in their cultures, language groups and abilities
5. Skill in project and event planning
6. Skill in oral communication, including public speaking and giving clear and concise instructions
7. Communicate clearly and concisely, in English, both orally and in writing.
8. Ability to exercise strong verbal communication skills including voice enunciation, projection, articulation, control and command. Must project a voice compatible in tone and diction with the radio and telephone systems, including communicating coherently over law enforcement radio frequencies.
9. Skill in written communication
10. Skill in training and leading the work of others
11. Skill in organizing data, setting up, tracking and maintaining data in electronic and manual files
12. Ability to coordinate, anticipate, and resolve workload issues and problems
13. Ability to work effectively as part of a customer service team

F. Qualifications

Security Clearance: This position may require the applicant obtain and maintain a security clearance as a condition of employment. The successful candidate will be required to submit to a background check.

Education and Experience: Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to qualify is three years of experience in a law enforcement, or public safety organization, including at least two years of significant responsibility for one or more of the following: administrative assistant, radio dispatch, phone dispatch.

G. Preferred Qualifications

1. Police dispatch experience
2. Police Dispatch training (POST or other)

H. **Other:** All government employees are Disaster Service Workers as described in Section 3100 and 3109 of the CA Government Code. Emergency management duties during declared and undeclared

emergencies will be assigned on a 24/7/365 basis.

(08/2017)