



PERSONNEL COMMISSION

Class Code: 5013
Salary Range: 21 (C1)

SCHOOL SAFETY COMMUNICATIONS OPERATOR

JOB SUMMARY

Under general supervision, receive and respond to telephone requests for assistance from District employees and the general public; dispatch School Safety field personnel to District sites; monitor the operation of the District's automated intrusion, emergency notification, and fire alarm systems; enter accurate Computer-Aided Dispatch (CAD) records; perform related duties as assigned.

EXAMPLES OF DUTIES

The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.

- Receive telephone calls from District employees and the general public reporting issues, incidents, and emergencies at school sites and other District facilities and properties. **E**
- Obtain necessary information from callers and dispatch School Safety field personnel as appropriate; relay information and instructions to field personnel regarding a variety of service calls including vandalism, loitering, break-ins and suspicious activities. **E**
- Monitor the operation of the District's automated intrusion, emergency notification, and fire alarm systems; dispatch School Safety field personnel to determine suspected entry or alarm malfunction. **E**
- Coordinate responses to emergency alarms with District personnel and public agencies; contact local law enforcement, fire departments and other public agencies as needed. **E**
- Enter, update, and maintain accurate records of incoming service calls, actions taken, and related information in a Computer-Aided Dispatch (CAD) system. **E**
- Notify District personnel or vendors of alarm system malfunctions and related service needs; maintain files of emergency management system maps for each District site. **E**
- Access online student data systems and provide requested information to local law enforcement agencies regarding District students in accordance with established procedures. **E**
- Monitor specified District sites and areas by means of video surveillance; operate digital video management systems. **E**
- Operate a two-way radio to receive and transmit information with School Safety field personnel; transmit messages between local law enforcement, fire departments, emergency service units and District personnel. **E**

- Operate electronic access system software to remotely initiate District facility lockdowns following established procedures; provide emergency access to locked District sites. *E*
- Operate a variety of office equipment including a computer and assigned software. *E*
- Attend and participate in a variety of meetings and trainings related to assigned activities. *E*
- May compile information for reports as requested.
- Perform related duties as assigned.

Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.

DISTINGUISHING CHARACTERISTICS

A School Safety Communications Operator, assigned to the District's School Safety Communications Center, receives calls for assistance and dispatches School Safety field personnel to District sites for appropriate action. An incumbent must exercise independent judgement and thinking when receiving and responding to calls. An incumbent also monitors signals from intrusion alarms, fire alarms, and emergency notification systems and coordinates responses with District personnel and public agencies.

EMPLOYMENT STANDARDS

Knowledge of:

Operation of Computer-Aided Dispatch (CAD) systems.
Modern intrusion, emergency notification, and fire alarm systems.
Digital video management systems.
Electronic access management systems.
Interpersonal skills using tact, patience and courtesy.
Telephone techniques and etiquette.
Applicable laws, codes, rules and regulations related to assigned activities.
Oral and written communication skills.
Operation of a two-way radio.
Operation of a computer and assigned software.
Record keeping techniques.
Modern office procedures, methods and equipment.
Correct English usage, grammar, spelling, punctuation and vocabulary.

Ability to:

Receive calls for service and dispatch School Safety field personnel as appropriate.
Summarize incidents for dispatching purposes.
Perform multiple-tasks and make quick decisions in emergency situations.
Assess situations, respond calmly, and exercise sound judgement in stressful situations.
Enter service calls and related information into a Computer-Aided Dispatch (CAD) system.
Reassure and assist others on the telephone in a tactful and sensitive manner.

Speak clearly and concisely.
Maintain confidentiality of sensitive and privileged information.
Memorize and apply law enforcement radio codes and terminology.
Interpret, apply and explain laws, codes, rules and regulations related to assigned activities.
Monitor multiple computer screens running various programs.
Complete work with many interruptions.
Establish and maintain cooperative and effective working relationships with others.
Operate and monitor video surveillance cameras.
Operate electronic access systems.
Operate a variety of office equipment including a computer and assigned software.
Communicate effectively, both orally and in writing.
Maintain records and files.
Perform routine clerical work.
Keyboard accurately at an acceptable rate of speed.

Education and Training:

Graduation from high school or equivalent.

Experience:

Six months of computer-aided dispatching experience in a law enforcement, armed forces, or security environment.

OR

Valid P.O.S.T Public Safety Dispatchers' Basic Course certification.

Any other combination of education, training and experience which demonstrates that the applicant is likely to possess the required skills, knowledge or abilities may be considered.

SPECIAL REQUIREMENTS

SELF-CERTIFICATION OF TYPING/KEYBOARDING SKILLS:

This classification requires that incumbents be skilled in typing/keyboarding at a minimum of 30 words per minute. A typing test will not be given. Incumbents must certify in writing that they have such skills at the time of appointment to this class. Demonstrated proficiency will be expected during the probationary period for the class.

Incumbents are required to work adjustable schedules that will include evenings, holidays, weekend assignments, and graveyard shifts.

Prior to employment in this classification, successful candidates must pass a comprehensive background investigation.

WORKING ENVIRONMENT

Indoor environment.
Constant interruptions.
Extended viewing of a computer monitor.
Potential contact with dissatisfied or abusive individuals.

PHYSICAL DEMANDS

Hearing and speaking to exchange information in person and on the telephone.
Seeing to read a variety of materials and view a computer monitor.
Dexterity of hands and fingers to operate communications equipment and a keyboard.
Sitting for extended periods of time.

AMERICANS WITH DISABILITIES ACT

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

APPOINTMENT

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six (6) months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 04/11/2002
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