

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: SCHOOL POLICE & SECURITY DISPATCH ASSISTANT

BASIC FUNCTION:

Under the direction of the Director of the Director of Safety and Security, provide dispatch functions and communicate with and monitor various law enforcement activities for Police & Security Services. Provide varied and responsible clerical support services; organize office activities and coordinate flow of communications for the department; assure smooth and efficient office operations.

ESSENTIAL FUNCTIONS:

Provide clerical support and dispatch call takers services.

Maintain office records and record service call information.

Receive and process telephone incident reports and requests for security/law enforcement related services; conduct telephone interviews with individuals reporting incidents/crimes, triage and prioritize calls for appropriate action.

Perform a wide variety of responsible secretarial and clerical work related to the assigned office; compose independently or from oral instruction, letters requesting or providing information or dealing with routine matters; maintain confidentiality of sensitive and privileged information.

Coordinate office communications; initiate and answer telephone calls; screen and route calls; respond to inquiries and provide technical information related to office programs, schedules, activities, policies and procedures; resolve issues as appropriate.

Communicate with other departments, District staff and outside organizations as necessary, to coordinate activities and exchange information; assure smooth and efficient office operations. Perform related duties as assigned.

Compile information and prepare and maintain a wide variety of data and reports according to established procedures and time lines; process a variety of forms and applications pertinent to the assignment.

Establish and maintain various office and departmental records and files; sort, file and purge materials according to established procedures; release information from files to authorized personnel and outside agencies as appropriate.

Type letters, reports, memoranda, contracts, legal documents, records, forms and other materials from straight copy, rough drafts or oral instructions.

Inventory, order, receive, store and distribute office and departmental supplies, materials and equipment; follow-up with vendors concerning missing or incorrect orders; tabulate, duplicate and forward invoices to appropriate departments.

Operate a variety of office equipment including a fax machine, copier and a computer and assigned software.

Receive, open, sort, screen and distribute incoming mail; assist in the preparation and dissemination of materials and information to the public and staff regarding various events and programs.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Modern office management practices, procedures and equipment.

Operation of a computer and assigned software.

Terminology, processes and operations of assigned office or program.

Record-keeping techniques.

Telephone techniques and etiquette.

Research methods and report preparation techniques.

Applicable laws, codes, rules and regulations related to assigned activities.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

Budgeting practices regarding monitoring and control.

Methods of collecting and organizing data and information.

Business letter and report writing techniques.

ABILITY TO:

Make sound judgments in urgent and emergency situations.

Speak in a clear and concise manner.

Operate a variety of office equipment including a computer and assigned software.

Interpret, apply and explain laws, rules, regulations, policies and procedures.

Learn District organization, operations, policies and objectives.

Maintain confidentiality and demonstrate discretion and diplomacy.

Work independently with little direction.

Prioritize and schedule work.

Understand and work within scope of authority.

Type at a minimum of 35 words per minute from clear copy.

Complete work with many interruptions.

Establish and maintain cooperative and effective working relationships with others.

Communicate effectively both orally and in writing.

Maintain consistent, punctual and regular attendance.

Move hands and fingers to operate a computer keyboard and two-way radio.

Hear and speak to exchange information in person, on the telephone and two-way radio. Sit or stand for extended periods of time.

See to read a variety of materials.

Bend at the waist, kneel or crouch to file materials.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: graduation from high school and three years of clerical or secretarial experience involving frequent public contact. One year of general telephone operator, transportation dispatcher, or military experience preferred.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

Contact with dissatisfied or abusive individuals.