

## JOB SPECIFICATION

### CLASS TITLE

POLICE DESK OFFICER

### ADOPTION

RESOLUTION NO.

**7947**

EFFECTIVE DATE

**08/19/2019**

FLSA DESIGNATION

**NON-EXEMPT**

### GENERAL PURPOSE

Under general supervision, receives and prioritizes 911 calls for service; dispatches Police personnel and equipment via radio voice communication using a computer-aided dispatch system; performs a wide range of support duties within the City's Type 1 jail facility, including booking, monitoring, securing and releasing inmates; monitors live cameras throughout the jail, station and City; prepares a variety of reports; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

A Police Desk Officer performs a wide variety of non-sworn duties including the answering of non-emergency and emergency telephone calls, dispatching police personnel, and the booking, control and custodial care of inmates. Work requires the knowledgeable application of detailed policies and procedures, and the ability to make decisions with a significant degree of independence and sound judgment.

This position reports directly to a sworn Police Sergeant, and may receive training and work direction from a Lead Police Desk Officer.

The **Lead Police Desk Officer** is an available at-will assignment, subject to appointment by the Chief of Police. The Lead Desk Officer's duties will be determined by the Chief of Police through a Department Job Description. While serving as Lead Police Desk Officer, the employee shall receive five percent (5%) above base Police Desk Officer pay.

The **Desk Officer Trainer Assignment** is an available at-will assignment, subject to appointment by the Chief of Police. An employee assigned to serve as Desk Officer Trainer will be responsible for training new and existing Desk Officers, or training sworn police employees with Desk Officer duties, shall receive an additional five percent (5%) increase in base pay for actual hours spent conducting the training. Training hours shall be documented on the employee's timesheet and included on the department payroll summary report. Training hours will be paid on a per pay period basis.

In addition to leading Police Desk Officers, if the employee is also assigned to train new and existing Police Desk Officers, or train sworn police employees with Police Desk Officer duties, he/she shall receive an additional five percent (5%) above base Police Desk Officer pay for actual hours spent conducting the training.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed as a Police Desk Officer. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Operates radio automated telephone and computer-aided dispatch (CAD) systems to receive and transmit non-emergency and 911 calls from the public; evaluates, prioritizes incoming information and determines nature and priority of calls; transfers various telephone calls to the appropriate agencies; dispatches police personnel and equipment to incidents according to established procedures; may perform emergency callout dispatch duties for Public Works and Community Preservation.
2. Maintains radio contact with police units on assignments; notifies other departments of needed support services; monitors radio frequencies for mutual aid; notifies other jurisdictions when necessary to coordinate activities; gives station identification as required by the Federal Communications Commission (FCC).
3. Monitors the status of police units and their locations; responds to field unit requests via radio or telephone for information, which includes, but not limited to: tow truck, paramedics, animal control and notification of hospitals or other law enforcement agencies; performs inquiries on various data bases, which includes, but not limited to: DOJ, National Crime Information Service, FBI and Stolen Vehicle Systems.
4. Receives, enters and relays situational information such as suspect descriptions, location updates and other responders in the area to field units.
5. Receives, books, fingerprints and photographs inmates; prepares paperwork and enters inmate information into computer records; secures inmates' personal property and monies as necessary in compliance with departmental policies and procedures; performs secondary searches and/or strip searches of inmates upon booking into the jail as determined by law; conducts medical screenings, collects DNA and conducts intoximeter tests.
6. Ensures officer and inmate safety by controlling the behavior of jail inmates; conducts security checks of the jail facility both in person and via closed-circuit television; may inspect or search cells when required.
7. Schedules inmates for meals, medical call and other processing; escorts inmates to/from cells; maintains physical control of combative/uncooperative inmates using appropriate restraint techniques; prepares inmates for transportation to court appearances; assists armed sworn officers with inmates during transit to and from court; verifies identity and paperwork for inmate release to other police agency personnel.
8. Responds to inquiries about charges, bails and Penal Code numbers; receives cash or checks from the public; issues receipts; processes bail payments or bonds and paperwork for inmate release, generates associated paperwork and updates computer records.
9. Testifies in court as necessary.

**MINIMUM QUALIFICATIONS**

**KNOWLEDGE OF:**

1. Computer-aided dispatch terminal, two-way radio, computerized mapping system and other computer

**MINIMUM QUALIFICATIONS**

programs used to research and obtain information.

2. Proper operation and care of radio and telephone equipment and operational characteristics of emergency communication system equipment.
3. Law enforcement codes, terminology, phonetic alphabet, procedures and practices.
4. City and regional geography, street names, neighborhood locales and map usage.
5. Law enforcement procedures, activities and security provisions related to the care and custody of detainees and inmates.
6. Physical restraint methods and techniques.
7. Practices and procedures involved in booking, fingerprinting and search and release of detainees and inmates.
8. Standards, methods and practices for maintaining the cleanliness of the jail and other detention areas.
9. City ordinances, codes, procedures and practices regarding law enforcement radio communications, including FCC requirements, booking, processing and releasing inmates.
10. Inmate court-processing procedures.
11. Working knowledge of California Code of Regulations Title 15 - Crime Prevention and Corrections.
12. Basic CPR and first-aid procedures.
13. Principles and practices of effective customer service and customer-oriented telephone etiquette as they apply to assigned responsibilities.
14. Safety policies and safe work practices applicable to the work.

**ABILITY TO:**

1. Analyze situations as they occur and respond appropriately to ensure the protection of the public and police personnel.
2. Operate and monitor a variety of communications equipment, including radio consoles, telephones and computer systems and related software.
3. Monitor several complex public safety radio frequencies and computer monitors simultaneously.
4. Receive calls for emergency and non-emergency services, elicit information to assess situations from callers, many of whom are upset, distressed and not communicating clearly, and determine appropriate equipment and personnel to dispatch.
5. Broadcast clear, concise and specific instructions over the radio in a distinct, well-modulated voice.

**MINIMUM QUALIFICATIONS**

6. Simultaneously listen, enter key information quickly and clearly, and respond during traumatic or emotional situations.
7. Sit for long periods of time, work rapidly under stress and exercise good judgment in emergency situations.
8. Administer emergency first aid.
9. Respond maturely and in a self-controlled manner to a wide range of inmate behaviors and actions, in accordance with established policies and procedures.
10. Gain compliance with persons in custody; physically restrain persons when necessary.
11. Operate a computer, standard business software and a variety of computer software programs and databases related to area of assignment.
12. Prepare clear and accurate reports, documents, data entries and files.
13. Understand and follow written and oral instructions.
14. Establish and maintain effective working relationships with all those encountered in the course of work.

**EDUCATION, TRAINING AND EXPERIENCE:**

A typical way of obtaining the knowledge, skills and abilities outlined above is:

Graduation from high school or GED equivalent, at least 18 years of age, and one year of clerical experience; or an equivalent combination of training and experience are required. Experience in a public agency is preferred.

**LICENSES; CERTIFICATES; SPECIAL REQUIREMENTS:**

Must obtain and maintain a valid California Class C Driver's License, and maintain insurability under the City's vehicle insurance program during the course of employment with the City.

Must successfully complete PC 832.3 training within six months of assignment, and STC Adult Corrections Officer Course Training within one year of assignment and maintain certifications as a condition of continued employment.

A California P.O.S.T. Basic Public Safety Dispatcher Certificate must be obtained within one year of employment, and maintained as a condition of continued employment.

A valid California Food Handler Card is required.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**PHYSICAL AND MENTAL DEMANDS**

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to walk and stand; use hands to finger, handle, feel or operate objects, tools or controls; reach with hands and arms; perform repetitive movements of hands or wrists; and sit for extended periods of time in a restricted area. The employee is required to talk and hear in person and by telephone and radio. The employee is frequently required to lift up to 100 pounds unaided.

Specific vision abilities required for this job include close vision, distance vision, use of both eyes, depth perception, color vision and the ability to adjust focus.

Incumbent must be capable of protecting self and others from physical attack.

**MENTAL DEMANDS**

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information and documents; analyzes and solves problems; deals with constant interruptions and multiple concurrent tasks in high-stress situations; responds to life-threatening, emergency situations; carefully observes and interprets people, conditions and situations; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public and dissatisfied/abusive individuals.

**WORK ENVIRONMENT**

The employee works in a jail environment where the noise level is usually moderate. The employee is occasionally exposed to biological hazards; disease/infestations and loud or prolonged noise. The employee is required to work in a restricted area and may be exposed to disturbing or violent language and behavior.

The employee may be required to work various shifts and standby at night, on weekends and holidays as needed.