

## POLICE COMMUNICATIONS REPRESENTATIVE

### DEFINITION

Receives monitors, analyzes, and responds to emergency calls to the Districts' Police Communications Center through the operation of the Computer Aided Dispatching system to dispatch patrol units.

### TYPICAL DUTIES

- Operates and monitors telephone and radio equipment in a communications console to receive and respond to requests for assistance from school police and mobile units regarding criminal activities, suspicious activities, and requests for police services at District schools and property.
- Monitors the Security Information Management System (SIMS) located in District schools and offices for intrusion alarm activity; inputs new data; updates existing data; makes reports on whether alarms are operating or malfunctioning; and submits requests for alarm service as needed
- Answers telephone inquiries, responds to reports of vandalism, break-ins, fires, and suspicious activities.
- Elicits necessary information regarding routine and emergency situations and rephrases situations succinctly for computer aided dispatch calls to police, paramedics, and tow trucks.
- Determines the urgency of emergency calls and dispatches Police patrol units and contacts other emergency response personnel such as other law enforcement agencies, or fire departments, or medical units for support as needed.
- Prepares summaries of information obtained from District and other agency Police Officers, posts data and maintains logs of calls, and prepares reports of incidents.
- Imparts and disseminates approved information to the public and District personnel.
- Retrieves information from various databases including the Student Information System (SIS), the Justice Data Interface Controller, and the National Crime Information Center to retrieve sensitive student and criminal information.
- Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Police Communications Representative exercises independent thinking and judgment when receiving and responding to calls and to signals from intrusion and other alarms in schools and offices; initiates, receives, and relays radio messages; and dispatches School Police patrol units.

A Senior Police Communications Representative serves as the lead person in the unit, provides work direction to Police Communication Representatives during an assigned shift and participates in monitoring alarm systems; initiates, receives, and relays radio messages; and dispatches School Police patrol units.

A Radiotelephone Operator uses a voice radio to receive, transmit, and relay information between radio units of the Transportation Branch.

## SUPERVISION

General supervision is received from a "watch commander". Work direction is received from the Senior Police Communications Representative.

## CLASS QUALIFICATIONS

### Knowledge of:

- Organization, operation, policies, and procedures of the School Police Department
- Terminology and Codes used by Police and emergency personnel
- Use of a Computer Aided Dispatch system and Security Information Management System computer terminal for security alarm systems
- Geographic area and locations of schools and offices within the District
- Organizational hierarchy, key personnel, and respective responsibilities within the District
- Emergency procedures and safety practices implemented by the District
- Federal Communications Commission regulations pertaining to conversations permitted on two-way radio systems
- Characteristics and applicable history of a variety of district intrusion-alarm systems
- Data retrieval from various database systems including the District Computer Aided Dispatch system, the Justice Data Interface Controller, the National Crime Information Center, and the LAUSD Student Information System
- Correct spelling, punctuation, and grammar

### Ability to:

- Perform multiple-tasks, exercise sound judgment, and make quick decision in emergency situations
- Remain calm and exercise sound judgment in emergency situations
- Exercise discretion in the handling of confidential information
- Maintain a high level of production and work at a fast pace
- Memorize and apply police radio codes and police terminology
- Quickly and accurately extract, summarize, and relay pertinent information and make concise log entries
- Accurately retain and recollect detailed information and maintain detailed records from a variety of sources
- Communicate effectively, both orally and in writing
- Deal tactfully with District employees and the public
- Perform routine clerical work

### Special Physical Requirements:

- Oral and aural communications skills for two-way radio transmissions
- Typing skill: 25 words per minute

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in radio communications and data entry.

Possession of P.O.S.T Certification prior to appointment is highly preferable.

Experience:

None.

Special:

Willingness to work a flexible schedule, including any shift and day of the week, holidays, and weekends.

Appointment is subject to fingerprinting, a review of conviction record, and a background investigation.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised  
11-10-10  
KW