



RIALTO UNIFIED SCHOOL DISTRICT CLASSIFIED

SAFETY CONTROL DISPATCHER

DEFINITION:

Under the direction and general supervision of an assigned Administrator or Supervisor, perform a variety of journey-level support duties related to Safety and Security matters for Rialto Unified School District; receive incoming calls for service, which may include RUSD school sites and facilities, District Patrol, local law enforcement, code enforcement agencies; emergency assistance and dispatching necessary units; perform clerical support duties related to dispatch activities, record keeping, data entry, typing and filing; perform skilled work reporting all incident and system trouble alarms to the appropriate department supervisors; serve as the SONIP System Administrator; provide support and training to other operators; and perform other job-related duties as assigned and/or as required.

ESSENTIAL DUTIES:

- Monitor the fire alarm, including video and incident alarm systems.
- Contact supervisors, duty officers, or any appropriate emergency agencies regarding incidents.
- Generate search reports and document daily incidents such as vandalism, graffiti, and any related damage to buildings.
- Submit maintenance work orders as required to repair all defective and/or malfunctioning equipment on the video, and incident alarm systems.
- Download new data and upgrades to site monitoring systems.
- Maintain contact status and location of District Patrol Officers during their field assignments.
- Receive non-emergency and emergency calls from District facilities, school sites, and the public requesting Patrol Officer assistance with District related matters; determine nature and location of incident, determine priority, and dispatch units as necessary, and in accordance with established department procedures.
- Receive and assist visitors; provide information and assistance to Department personnel, outside agencies, and the public concerning Department records, policies, procedures, and activities; refer difficult situations to appropriate administrator or personnel.
- Issue Incident Report Number (IRN) upon officer request for all incidents requiring a report to be written.
- Maintain a Daily Shift Incident Log, with entries legibly printed or typed.
- Retrieve data on students in the Student Information System to relay information to assist Patrol Officers with proper identification of students during field contacts (i.e., truants, missing, or trespassing, etc.).
- Provide support service to District Transportation Services as it relates to school bus incidents (i.e., passenger incidents; traffic accidents; safety or emergency medical response) during regular or after business hours.
- Contact local law enforcement, fire department, code enforcement, and Humane Society regarding any incidents requiring assistance.
- Maintain appropriate documents relating to District safety activities.
- Monitor and log surveillance of all RUSD.

- Monitor the District fire alarm systems, prepares documents/reports regarding fire system.
- Operate a variety of office equipment including a computer and assigned software.
- May drive a vehicle to conduct work assigned.
- Perform other job-related duties as assigned and/or as required.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Modern office practices, procedures, and equipment.
- Operation of a variety of equipment including (i.e. telephone, cell phones, radios, computers, video monitors, backup servers, alarm and fire system, SONIP security and assigned software, etc.).
- Departmental policies and procedures for service requests; knowledge of geographic features and streets within the area served.
- General knowledge and use of radios ten codes.
- Basic understanding of frequently used Penal Codes, Vehicle Codes, Health & Safety Codes, and Welfare & Institutions Codes.
- Data entry techniques.
- Training principles and techniques.
- Telephone techniques and etiquette.
- Oral and written communication skills.
- Interpersonal skills using tact, patience, and courtesy.

ABILITY TO:

- Adapt to training requirements to develop and maintain the skill sets to effectively operate with upgraded software and technical equipment that is essential to duty functions.
- Work independently with little direction.
- Exercise good judgment and make sound decisions in emergency situations.
- Effectively and courteously deal with the public.
- Perform clerical duties such as filing, duplications, and maintaining records.
- Utilize a computer to input data, maintain automated records and generate spreadsheets and reports.
- Answer phones and greet the public courteously.
- Train and provide guidance and support to others.
- Learn, interpret, apply and explain rules, regulations, policies and procedures.
- Communicate clearly and concisely, both orally and in writing; establish and maintain effective cooperative working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

EDUCATION:

Verification of High School diploma, a GED certificate, or a higher degree.

EXPERIENCE:

Two years of general clerical experience, and four years of experience in the incident and video monitoring field. Recent job-related experience within the last five years is required.

LICENSES, CERTIFICATIONS, AND OTHER REQUIREMENTS:

- Verification of a valid California Motor Vehicle Operator's license.
- Insurability by the District's liability insurance carrier may be required.

PREFERRED QUALIFICATIONS:

Supplemental course work or training in security and EMS monitoring systems is desirable, but not required. A Sonitrol/Dispatcher operator's certificate is desirable, but not required. One year of telephone and/or dispatch experience is desirable, but not required.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor and office work environment. Fast-paced environment with changing priorities.

PHYSICAL ELEMENTS:

The physical requirements indicated below are examples of the aspects that this position classification must perform in carrying out essential job functions.

- Will frequently exert 10 to 20 pounds of force to lift, carry, push, pull, or otherwise move objects.
- Will sit most of the time but may walk or stand for brief periods of time.
- Will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level and/or to ascend and descend a step stool or step ladder.
- Must be capable of perceiving the nature of sound.
- Must possess visual acuity and depth perception.
- Must be capable of providing oral information, both in person and over the telephone and other communication devices.
- Must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials.

Reasonable accommodation may be made to enable a person with a disability to perform the essential function of the job.

POTENTIAL HAZARDS:

N/A

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