



JOB DESCRIPTION

POLICE CRIME ANALYST / DISPATCHER

DEFINITION

Under general supervision, performs administrative and technical duties to provide analysis and data evaluation to the Ukiah Police Department for the purpose of increasing the effectiveness of police operations and informed decision making. Receives and transmits emergency radio and telephone communications; dispatches law enforcement and other public safety personnel as needed; monitors emergency alarm systems; enters and retrieves data from computer systems; and other related duties.

EXAMPLES OF DUTIES: (These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The examples of work performed are neither restricted to nor all-encompassing of the duties to be performed under this job title. **(E=Essential Duty; M=Major Portion of Time)**)

- Develops statistical data resources to assist in criminal investigations by identifying crime trends and patterns. (E-M)
- Prepares a wide variety of reports to include crime bulletins, research reports, department annual reports and informational reports for the agency, community, media and other entities (E-M)
- Manages data using databases and software to extract information for reports and presentations (E-M)
- Applies knowledge of criminal activities and law enforcement techniques by using information in analysis for compiling data-driven approaches to law enforcement response to problems (E-M)
- Receives and classifies incoming phone calls and radio traffic. (E)
- Determines priority of responses and dispatches appropriate public safety units. (E-M)
- Answers incoming business and emergency calls. (E)
- Takes complaints and requests for information from citizens. (E)
- Responds to inquiries at the public counter after business hours. (E)
- Operates a teletype system and computer for requesting information to assist officers in dealing with incidents. (E)
- Enters information into centralized record keeping system. (E-M)
- Confirms outstanding warrants with other agencies. (E)
- Performs clerical skills such as typing and filing a variety of information. (E)
- May assist in processing arrestees and monitoring them in a holding cell.
- May be required to take minor crime reports.
- Works rotating shifts, including nights, weekends, and holidays. (E)
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge and Skills:

- Ability to research, analyze and coordinate data into comprehensive written reports
- Typing skills at a speed of 35 net words per minute.
- Good written and verbal skills, using good English grammar and diction.
- Skill in thinking and acting quickly, calmly, and appropriately in emergency situations.
- Good interpersonal skills including dealing politely and effectively with citizens who may be emotionally upset, excited, or distraught.
- Good record keeping and clerical skills, using independent judgment and requiring speed and accuracy.
- Skill in establishing and maintaining harmonious working relations with department personnel, supervisors, other City employees, and the general public.
- Working knowledge of modern office equipment, practices, and procedures desirable.
- Working knowledge of the City of Ukiah, including the location of streets and important buildings desirable.
- Ability to work rotating shifts and long hours without a break.
- Ability to sit for long periods of time.
- Working knowledge of the Penal Code, California Vehicle Code, and other pertinent codes.

- Computer experience required.
- Basic knowledge of Microsoft Excel, Word, Publisher, CAD and CLETS operations.

Education and Experience:

Graduation from high school and one year of work experience in a law enforcement agency with experience in clerical, data processing, and public safety dispatch or equivalent combination of education and experience. Prior dispatching experience and experience with computers is required; bilingual –Spanish speaking abilities preferred.

Necessary Special Requirement:

Possession of a valid Class C California Driver License.

S:\Human Resources\Human Resources\COU JOB DES Files\POLICE\PublicSafetyDispatch_JobDes.doc