



Position Title:	Dispatcher	Job Code:	4220-06E
Reports To:	Public Safety Chief	Job Group:	SNE
Department:	Campus Services	Salary Grade:	10
Prepared By/Date:	Carol Flynn/05-2006	FLSA Status:	Non-Exempt
Approved By/Date:	Luis Perez/08-06-2015		
Revised:	Christine Peña/08-06-2015		

Summary:

The Dispatcher receives and responds to emergency and routine telephone calls for Campus wide general information, and specific requests for service directed to the Department of Public Safety.

Essential Duties and Responsibilities:

- Determines the nature and importance of all telephone call requests, and initiates appropriate response actions to service the requests
- Inputs and retrieves information from several different Public Safety databases
- Monitors all internal office telephones, two-way radio communications, alarm and access control systems
- Maintains a detailed daily Incident Report Log
- Maintains computerized records of the locations and availability of all on-duty Public Safety Officers
- Receives documents and distributes lost and found items
- Issues faculty and staff parking decals
- Receives and distributes College keys to facilities and offices on campus
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge and understanding of College organization, goals and objectives, and policies and procedures
- Knowledge of security and safety measures applicable to college operations
- Knowledge in the use of two-way radio devices, telephonic communication and other communication devices
- Knowledge of proper telephone etiquette and general office practices and procedures
- Proficient in basic computer skills
- Ability to react promptly and correctly in emergency situations
- Ability to express ideas and instructions clearly and concisely, both verbally and in writing.
- Ability to work effectively and adapt to a critical, high volume and fast paced office environment
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists
- Ability to make independent decisions in accordance with procedures, laws and regulations and apply these to solve problems in an appropriate manner
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- Ability to work a flexible schedule that may include evenings, weekends, and holidays, on-call assignments and respond to after-hour emergencies
- Ability to work well in a multi-ethnic and multi-cultural environment with students, faculty and staff

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually moderate.

The employee must be able to handle stressful emergency communications.

Physical Demands:

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

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is regularly required to stand and walk, sit and reach with hands and arms.

The employee must occasionally lift and/or move up to 10 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

This function/position has been designated as “essential.” This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- High School Diploma or General Equivalency Diploma.
- Two (2) years of experience in related field or one (1) year of computer-aided dispatcher experience

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name