

FISK UNIVERSITY
Job Description Form

Position Title: Campus Safety Dispatcher (2nd shift (3pm to 11pm))

Department: Campus Safety

Reports To: Chief/Director of Campus Safety

FLSA Designation: Non-Exempt

Bargaining Unit Position: No

Date Written/Revised: January 2016

POSITION SUMMARY

Under general supervision, performs dispatching and office administrative duties in support of campus safety operations; receives various security-related campus information by telephone, radio and/or other sources; contacts and dispatches security personnel to campus areas; contacts emergency responder agencies when needed; provides information to students, staff, visitors and outside agencies regarding areas of assignment; performs a variety of office administrative duties; and performs related work as assigned.

ESSENTIAL FUNCTIONS

1. Receives information regarding campus security issues by telephone, radio or other sources; notifies and dispatches campus security officers to campus locations as needed.
2. Monitors emergency fire and intruder alarm systems; monitors emergency calls; contacts outside agencies and alerts appropriate personnel as necessary.
3. Answers multiple non-emergency lines and calls for assistance; provides routine information to the public; screens and directs calls to other staff.
4. Enters security incident data into a record management system; prepares reports.
5. Serves as an information resource regarding programs; assists students, staff and the public in the interpretation and completion of parking and citation-related forms; handles complaints effectively and courteously in person and on the telephone.

6. Conducts various transactions with students, staff, vendors and the general public in matters requiring a detailed knowledge of policies, procedures, rules, regulations and activities, particularly related to areas of assignment.
7. Maintains campus lost and found.
8. Performs general clerical and office work, including typing, proofreading, filing, checking and recording information.
9. Performs other related duties as assigned.

SECONDARY FUNCTIONS

Other duties as may be assigned by the Director, Commander or Sergeant on duty.

ORGANIZATIONAL RESPONSIBILITY

Does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of other full time, part time, and/or student employees on a project or assignment basis.

SPECIFIC JOB KNOWLEDGE, SKILLS AND ABILITIES

- Operations, services and activities of a centralized dispatching center.
- Techniques of questioning for both emergency and non-emergency calls.
- Dispatching techniques with use of radio system for communicating and receiving information.
- Basic security procedures and practices as applied to a college campus.
- Principles and procedures of record keeping, security and dissemination.
- English usage, spelling, grammar and punctuation.
- Modern office procedures, methods and computer equipment.
- Federal, state and local laws, codes and regulations pertaining to the functions of the position

QUALIFICATIONS

Education: Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. High School diploma or GED

Experience: Two (2) years of related work experience

Licenses or Certificates: None required.

Additional Requirement: A background and/or credit check will be required of the successful applicant. An official transcript (if applicable) and names, addresses and phone numbers of three (3) references will be required of the successful applicant.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to handle or feel; reach with hands and arms; talk and hear. The employee may regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

Normal office conditions. The noise level in the work environment is usually moderate.

This job description is not an exclusive or exhaustive list of all job functions that an employee in this position may be asked to perform from time to time.