



<b>Position Title:</b>	Dispatcher	<b>Job Code:</b>	4220-06E
<b>Reports To:</b>	Public Safety Chief	<b>Job Group:</b>	SNE
<b>Department:</b>	Campus Services	<b>Salary Grade:</b>	10
<b>Prepared By/Date:</b>	Carol Flynn/05-2006	<b>FLSA Status:</b>	Non-Exempt
<b>Approved By/Date:</b>	Martha Garrity/05-2006		
<b>Revised:</b>	Jennifer C. Brito/4-30-2009		

**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, and maintains a detailed daily Incident Report Log.
- Maintains computerized records of the locations and availability of all on-duty campus patrol 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 all other duties as assigned.

**Knowledge, Skills and Abilities:**

- 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 college organization, telephone procedures, 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 adapt to a high volume 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 work problems.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to work and communicate in a multi-ethnic/multi-cultural environment, travel in county and be willing and able to work any shift, weekends, and holidays, perform on-call and respond to after-hour emergencies.

**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.
- Individual must be able to work in a critical and high volume office environment, have command of proper telephone etiquette and general office procedures, must be able to work the mid Shift.
- Must pass the T.A.B.E. test and successfully complete any required training or orientation courses.

**ACKNOWLEDGEMENT**

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name