



Position Title: PT Lead Dispatcher

Job Code: 8321-00E

Reports To: Chief of Public Safety

Grade: SG

FLSA: Non-Exempt

Job Description:

The Lead Dispatcher serves as a supervisor for the public safety dispatcher and PBX operators. They also serve as a liaison between other public safety supervisors and support staff.

Duties & Responsibilities:

- Determines the nature and importance of all telephone call request and initiates appropriate response actions to sufficiently service the request
- 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
- Logs in and out lost and found items
- Issues parking decals and gate cards for Faculty and Staff
- Receives and distributes College keys to facilities and offices on campus
- Organizes, maintains and prepares schedules, documents, calendars, and/or equipment or supplies
- Performs other duties assigned.

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:

- High school diploma or GED
- Two years of related experience in the field or one (1) year of computer-aided dispatcher experience
- Individual must be able to work in a critical high volume office environment, have command of proper telephone etiquette and general office procedures
- Must possess computer skills
- Must possess excellent communication and writing skills
- Must possess the ability to interact effectively and diplomatically with representatives from a diverse population, both external and internal
- Must possess a high level of customer service
- Must be able to 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