

## **CAMPUS PUBLIC SAFETY DISPATCHER**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This is a civilian 12-month position which is primarily responsible for receiving routine non-emergency and emergency calls for service from the campus community and transmitting information via radio dispatch to public safety peace officers, security officers or other appropriate campus personnel. The dispatcher maintains radio communications with public safety personnel during calls for service or while on routine patrols of campus grounds, buildings, resident's hall and other events. Work is performed under the general supervision of the Public Safety Department, or designee within the department chain of command. Employees in this position may be required to work shifts that include day, night, holiday or weekend hours.

### **TYPICAL WORK ACTIVITIES:**

The following is indicative of the level and types of activities performed by incumbents in this title. It is not meant to be all inclusive and does not preclude a supervisor from assigning activities not listed which could reasonably be expected to be performed by an employee in this title.

1. Assists in the application and maintenance of campus public safety operations that are focused on Community Oriented Policing philosophy;
2. Operates dispatch console and other related equipment;
3. Receives calls for service from the campus community regarding reports of emergency incidents and requests of non-emergency matters;
4. Dispatches public safety personnel including peace officers and security officers to appropriate calls for service which include both emergency and non-emergency matters;
5. Monitors calls currently being dispatched for continuous updates and information in computer aided dispatch system;
6. Maintains computerized log entries for calls of service received from the campus community or other external entities;
7. Maintains communications with agencies that respond to campus to provide assistance in an emergency, such as police, fire, and medical services;
8. Assists with other general functions of public safety department such as clerical assignments, completion of departmental forms, accepting lost and found items, and providing directions to campus visitors.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Knowledge of the principles and practices of a public safety program;  
Ability to control telephone communications with distraught, confused callers through calmly, carefully directed interrogation to obtain all pertinent information regarding the request for service;  
Skill in various computer software programs such as Microsoft Word, Outlook and computer aided dispatch systems;  
Ability to transmit messages with good diction and a clear speaking voice;  
Ability to use good judgment, tact and courtesy in talking with the public and in responding to requests for fire, rescue, law enforcement or emergency medical service;  
Ability to read, speak and write English fluently;  
Ability to type 20 words per minute;  
Ability to learn and apply public service codes and standard operating procedures;  
Ability to operate two-way radio equipment;  
Ability to perform routine clerical tasks, such as making log entries, filing written records, and maintaining lists;

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### **FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES:**

Ability to work in a diverse multicultural academic setting;  
Personal characteristics necessary to perform the duties of the position;  
Physical condition commensurate with the demands of the position.

### **MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and one (1) year of full-time dispatch work experience in public safety dispatching.

NOTE: Public safety dispatching includes fire, law enforcement and emergency medical dispatching. It does not include transportation dispatching such as school buses, taxis, trucks, etc.

### **SPECIAL REQUIREMENTS:**

Candidates may be required to meet certain physical standards for hearing and color vision. A screening test may be conducted prior to an offer of employment. Such testing shall be conducted only after a conditional offer of employment has been given to the candidate by the local agency seeking to employ such candidate. All candidates must be found physically able, with or without reasonable accommodations, to perform the essential job functions of a dispatcher.

ADOPTED: 12/15/20