

# CLASSIFICATION SPECIFICATION

## Public Safety Dispatcher

FT/PT Class Code: 7025, 7525      Pay Grade: B/C 06      FLSA: Non-Exempt      Rev. 07/01/11

**SUMMARY STATEMENT:** An incumbent is responsible for operating communications and office equipment and eliciting, disseminating, and maintaining a variety of information/data.

### NATURE AND SCOPE:

A class incumbent typically reports to the on duty supervisor. The work involves receiving calls regarding complaints, incidents and requests for information, eliciting the necessary information, answering questions or disseminating the information to the appropriate officer, supervisor, other campuses, offices, and/or agencies. The incumbent is also responsible for providing support by performing data entry, generating reports, and handling Fleet Services reservations. Principal contacts are with officers, supervisors, staff, students and campus visitors.

### PRINCIPAL ACCOUNTABILITIES:

***An incumbent may perform any combination of the below listed accountabilities:***

1. Receives and prioritizes calls regarding complaints, incidents, and requests for information.
2. Disseminates information to appropriate officer, supervisor, other campuses, offices, and/or agencies based on the nature of the call using radio and other telecommunication devices.
3. Provides information to callers regarding campus procedures, operations, and contact locations.
4. Inputs information/data from callers regarding complaints, incidents, and requests for Fleet Services reservations.
5. Monitors video surveillance equipment and maintains a tape library.
6. Monitors a variety of alarm systems. Communicates any concerns or issues to the appropriate officer or supervisor.
7. Performs other related duties as required.

### KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of public safety operations, policies and procedures.
- ◇ Knowledge of the Federal Communications Commission's (FCC) rules and regulations and confidential code signals (10 codes).
- ◇ Skill in operating communications equipment and a variety of office machines and equipment such as computer, fax, ID camera, etc.

### **KNOWLEDGE, SKILLS, AND ABILITIES, cont'd:**

- ◇ Skill in eliciting and disseminating accurate information efficiently.
- ◇ Proficient keyboarding skills.
- ◇ Good organizational, interpersonal and communication skills.
- ◇ Ability to understand and follow oral and written instructions.
- ◇ Ability to recognize errors in source documents and obtain correct information.
- ◇ Ability to deal effectively with people.
- ◇ Ability to communicate effectively in oral and written form.
- ◇ Ability to input data quickly and accurately.

### **MINIMUM QUALIFICATIONS:**

- ◇ High school diploma or GED and two (2) years of relevant experience; or other equivalent combination of education and experience.