
Functional Title:	Emergency Dispatcher	Job Code:	0011-CS325
Classification Series:	Emergency Dispatch	Band/Zone:	F1
Department:	Police Department	FLSA:	Non exempt
Date:	December 2008		

General Function:

Assists in providing a safe and secure campus environment by receiving and prioritizing emergency calls, and relaying accurate information to responding personnel.

Characteristic Duties and Responsibilities – Essential Functions:

- 1) Receives and prioritizes incoming emergency calls from campus; obtains necessary information from callers; dispatches appropriate personnel and relays accurate information regarding situation.
- 2) Monitors campus alarm system; notifies appropriate personnel regarding any alarms received; monitors emergency channels of other agencies.
- 3) Conducts various computer checks regarding parking violations and other information as requested by officers.
- 4) Assists callers by answering questions and providing information.
- 5) Performs other related duties as necessary.

Reporting Relationships:

Direction Received: Reports to assigned command staff (Sergeant, Lieutenant, Captain, Chief, etc.)

Direction Given: Occasional monitoring and training of a group of student employees.

Minimum Requirements:

Requires high school diploma or GED and one year of dispatch, or related experience, or an equivalent combination of education and experience.

Knowledge, Skills, Abilities, and Worker Characteristics:

Knowledge of communications equipment; knowledge of various emergency response units and their functions; ability to remain calm and make correct decisions in stressful situations.

Working Conditions:

Typical office environment.