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<b>Functional Title:</b>	Emergency Dispatcher, Senior	<b>Job Code:</b>	0011-CS375
<b>Classification Series:</b>	Emergency Dispatch	<b>Band/Zone:</b>	F2
<b>Department:</b>	Police Department	<b>FLSA:</b>	Non exempt
<b>Date:</b>	December, 2008		

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**General Function:**

Assists in providing a safe and secure campus environment by overseeing the receiving and prioritizing of 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 information from callers; determines which department should respond; dispatches unit 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) Creates and maintains case report card for each situation an officer responds to; maintains telephone/radio log and computer dispatch log.
- 6) Oversees activities of student employees; establishes work schedules and assigns tasks; monitors performance; serves as informational resource to staff.

**Reporting Relationships:**

Direction Received: Reports to Assistant Director-Public Safety.

Direction Given: Occasional training and instruction of classified staff. Functional guidance of a group of student employees working on an on-going basis.

**Minimum Requirements:**

Requires six months of coursework or training beyond high school in police/administrative procedures and one year of related experience. FCC license required.

**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; supervisory skills.

**Working Conditions:**

Typical office environment.

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