

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

CAMPUS SAFETY & SECURITY COMMUNICATIONS DISPATCHER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, perform a variety of specialized office support and clerical duties in support of the Campus Safety Department at an assigned campus; coordinate office activities and provide administrative support to assigned staff; receive incoming calls including emergency calls for police, fire, and other emergency assistance; dispatch officers and inform other emergency service agencies as appropriate; and provide a variety of information and assistance to students, faculty, staff, and the general public relative to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Serve as receptionist for the Campus Safety Department at an assigned campus; receive office and telephone callers; provide material and information in response to requests for information related to assigned area of responsibility; convey telephone messages; refer callers to appropriate staff for further assistance as needed.
2. Receive and coordinate emergency and non-emergency calls for assistance from students and staff requesting police, fire, paramedic, or other emergency services; determine nature, priority, and location of emergency; dispatch campus safety and call other emergency units as necessary including Police and Fire Department/Paramedics; coordinate arrival of outside agencies and provide directions to appropriate location.
3. Operate two-way radio for direct communication with Campus Safety & Security Officers; radio dispatch Campus Safety & Security Officers to service calls, requests for assistance, and emergencies; dispatch Campus Safety & Security Officers as needed to escort students and staff.
4. Communicate with maintenance and operations staff to coordinate activities; report maintenance and parking lot problems to the Maintenance & Operation Department.
5. Monitor fire and intruder alarms and take appropriate action.
6. Order office supplies, materials, medical supplies, and operating equipment; maintain office and medical supply inventory; type requisitions for vendor services; track expenditures; verify all bills received to ensure accuracy and forward to appropriate staff.
7. Serve as liaison for college with the citation processing agency; assist agency with updating information on citations that have been issued; research citation information to find appropriate vehicle ownership or citations issued in error.
8. Coordinate the Hearing Appeal process; assist appellant in filing appeal forms; research individual cases; schedule hearings; mail hearing results to appellants; document court results; file all records.

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9. Assist with the issuance of parking permits to staff; provide technical support for students having difficulty ordering, activating, or printing online parking permits; prepare special parking permits for various special classes; respond to various organization's request for parking spaces buy-out.
10. Collect, prioritize, and obtain approval for key requests; coordinate with locksmith to process key request; receive and distribute keys to appropriate persons; update faculty and student key records; collect surrendered keys.
11. Issue and maintain Sonitrol codes; prepare badge cards; monitor CCTV/alarms.
12. Receive and maintain safe storage of campus lost and found items; catalog and log items received; attempt to contact owner of item; properly dispense uncollected items; maintain records.
13. Perform general clerical duties; type, word process, and proofread a variety of documents and forms including general correspondence, reports, and memoranda from rough draft, recordings, or verbal instruction.
14. Collect data and prepare and maintain accurate and up-to-date logs, files, and records for assigned areas; develop and monitor various logs, accounts, and files for current and accurate information including to establish and maintain daily log of all field calls and units dispatched, citations issued, incident reports, and officer activities for monthly statistics; file reports and other documents; organize and maintain filing systems including to maintain records and reports in a safe/secure filing system for permanent record keeping.
15. Utilize various computer applications and software packages; maintain and generate reports from a database or network system.
16. Operate office equipment including computer equipment, typewriter, calculator, copier, and facsimile machine.
17. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Office assistance and support duties applicable to a campus safety department.
2. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
3. Basic principles of business letter writing and basic report preparation.
4. Principles and practices used to establish and maintain files and information retrieval systems.
5. Principles, practices, and procedures of record keeping.
6. Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
7. Basic mathematical concepts.
8. Work organization principles and practices.
9. English usage, grammar, spelling, punctuation, and vocabulary.

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Ability to:

1. Perform a variety of office support and clerical duties and activities of a general and specialized nature for assigned campus safety office.
2. Understand and apply general administrative and office policies and procedures.
3. Learn emergency procedures and proper radio communication procedures and rules.
4. Learn geographic features and streets of the campus.
5. Receive and appropriately respond to calls for emergency service.
6. Effectively communicate with and elicit information from upset and irate callers.
7. Operate two-way radio equipment to dispatch and maintain contact with campus safety officers.
8. Respond appropriately to the needs and requests and inquiries from students, staff, faculty, or the public; effectively present information in person or on the telephone.
9. Remain calm and efficient in emergency situations.
10. Exercise good judgment and maintain confidentiality regarding critical and sensitive information, records and reports.
11. Use sound judgment in recognizing scope of authority.
12. Type or enter data at a speed necessary for successful job performance.
13. Compile and organize data and information.
14. Maintain filing systems.
15. Plan and organize work to meet schedules and changing deadlines.
16. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
17. Adapt to changing technologies and learn functionality of new equipment and systems.
18. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
19. Communicate clearly and concisely, both orally and in writing.
20. Establish and maintain effective working relationships with those contacted in the course of work.
21. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Two years of general clerical experience involving public contact.

License or Certificate:

Possession of an appropriate, valid driver's license.

Certificate of attendance or completion of State mandated course in Campus Security or P.O.S.T. training for dispatcher is highly desirable.

Possession of, or ability to obtain, First Aid, CPR, and AED certification.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

6/19/01;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Maintenance and Operations