CAMPUS SECURITY DISPATCHER

DEFINITION

Under general supervision, performs dispatching and office administrative duties in support of campus security operations; receives various security-related campus information by telephone, radio and/or other sources; contacts and dispatches security personnel to campus areas; contacts emergency responder agencies when needed; provides information to students, staff, visitors and outside agencies regarding areas of assignment; performs a variety of office administrative duties; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This is a full working level class within the Yosemite Community College District (YCCD). Positions in this class perform journey level dispatching and clerical duties in support of campus security operations.

SUPERVISION RECEIVED AND EXERCISED

Incumbents in this class receive general supervision, working alone on routine or regular work assignments and checking with a supervisor on non-routine assignments or when in doubt as to the correct procedures to follow.

An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of subordinate full time, part time, and/or student employees on a project or assignment basis.

ESSENTIAL DUTIES:

- Receives information regarding campus security issues by telephone, radio or other sources;. Disseminates all pertinent information to appropriate persons via telephone or two-way radio to facilitate the transmission of information and/or answer questions. Contacts external agencies such as paramedic, fire, animal control and police services to handle critical incidents.
- Monitors emergency fire and intruder alarm systems; monitors 9-1-1 calls; contacts outside agencies and alerts appropriate personnel as necessary.
- Monitors access control systems and Cameras, contact appropriate personal when necessary.
- Answers multiple non-emergency lines and calls for assistance; provides routine information to the public; screens and directs calls to other staff.
- Organizes and prioritizes incident reports and maintains an accurate log to meet Federal, State and District requirements.
- Inputs and retrieves pertinent information from a computerized database to assist College personnel Acts as the receptionist for the campus security office.
- Serves as an information resource regarding the District parking program; assists students, staff and the public in the interpretation and completion of parking and citation-related forms; handles complaints effectively and courteously in person and on the telephone.

- Conducts various transactions with students, staff, vendors and the general public in matters requiring a detailed knowledge of District policies, procedures, rules, regulations and activities, particularly related to areas of assignment.

- Maintains campus lost and found unit.

- Performs general clerical and office work, including typing, proofreading, filing, checking and recording information.
- Performs other related duties as assigned.

TYPICAL WORKING CONDITIONS

- Work is generally performed in communications center   environment.

MINIMUM QUALIFICATIONS

Education and Experience:
Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:
- Education: Possession of a High School diploma or GED.
- Completion of NIMS 100, 700, 800
- Experience: Two years experience equivalent to a Administrative Technician at YCCD whose duties included dealing with the public and crisis situations.   1 Year Experience in a Public Safety Answering Point or Dispatcher Center.

Special Requirements:
- Must pass a background investigation, including reference checks and a state criminal history report, prior to the start of employment. The cost for the criminal history report will be the responsibility of the candidate.
- Must complete APCO Basic Public Safety Communications Course within 6 months of employment.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.

Knowledge of:
- Operations, services and activities of a centralized dispatching center.
- Techniques of questioning for both emergency and non-emergency calls.
- Dispatching techniques with use of radio system for communicating and receiving information.
- Basic security procedures and practices as applied to a college campus.
- Principles and procedures of record keeping, security and dissemination.
- English usage, spelling, grammar and punctuation.
- Modern office procedures, methods and computer equipment.
- Standardized Disaster Response Procedures
- Federal, state and local laws, codes and regulations pertaining to the functions of the position.

Ability to:
- Perform campus security dispatching.
- Maintain accurate and comprehensive records and prepare clear and concise reports.
- Interact with college community and visitors in a tactful and courteous manner.
- Prioritize situations accurately and adopt effective courses of action.
- Work under pressure, exercise good judgment and make sound decisions in emergency situations.
- React calmly and effectively in emergency situations.
- Effectively communicate and elicit information from upset or irate callers.
- Operate 9-1-1, radio transmitting and other dispatching systems.
- Respond to and resolve difficult and sensitive inquiries and complaints.
- Work independently in the absence of supervision and during irregular work hours.
- Understand and follow oral and written instructions.
- Operate a variety of office equipment including a computer and radio.
- Interpret and apply pertinent policies, procedures, laws, codes and regulations.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

Licenses and Certificates:
- Depending upon assignment, a valid typing or keyboarding certificate for 45 words per minute <u>may</u> be required.
- Depending upon assignment, a valid license to drive in California <u>may</u> be required.

Physical and Mental Standards:
- **Mobility:** ability to sit for long periods, move about an office, stand occasionally, reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.
- **Lifting**: frequent lifting of papers, files, equipment and material weighing up to 10 pounds.
- **Visual Requirements**: close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking**: ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors**: ability to make decisions and concentrate; frequent contact with others including substantial public contact; frequent deadlines and time-limited assignments.

Class Adopted: 03/01/09
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