

# Job Description

Position Title: Campus Police Dispatcher

Position Control Number:

Job Group: Campus Police

Job Level Group: Support Intermediate

FLSA Status: Non-Exempt

Salary Grade:

## Position Summary:

The Campus Police Dispatcher performs the daily functions of dispatch. Trains incoming dispatchers and provides continued education for tenured dispatchers. Responds to emergency and non-emergency calls for service. Monitors field activity and records confidential information into Law Enforcement Databases. Acts as an Assistant System Security Officer (SSO) for the department.

## Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Assists in training incoming and tenured dispatch staff.
2. Operates and maintains security of law enforcement equipment.
3. Monitors multi-frequency system and answers and screens incoming multi-line telephone calls to coordinate field unit public safety activity.
4. Monitors alarm systems, 24-hour recorder systems, and multi-agency dispatch equipment to ensure functionality; responds to alarms and equipment malfunctions.
5. Inputs, updates, requests, and transmits confidential query information to ensure current, accurate public safety and criminal records in support of a certified police agency.
6. Accesses various confidential and law enforcement databases to provide meaningful information to a variety of sources.
7. Performs a variety of office law enforcement and judicial support tasks including data entry of police reports and warrants.
8. Performs all other duties and responsibilities as assigned or directed by the supervisor.

## Knowledge, Skills, and Abilities:

1. Knowledge of administrative procedures and practices
2. Knowledge of law enforcement principles and practices
3. Knowledge of public safety and security procedures
4. Skill in effective communication (both written and oral)

5. Skill in independent decision making
6. Skill in problem solving
7. Ability to adapt and maintain professional composure in emergent and crisis situations
8. Ability to apply effective and accurate data entry and typing skills
9. Ability to develop and maintain effective and positive working relationships
10. Ability to operate relevant equipment required to complete assigned responsibilities for the position

### **Supervision:**

- Not responsible for supervising the work of others.

### **Independence of Action:**

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

### **Competencies:**

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.

### **Minimum Qualifications:**

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.
  - Associate's degree in Criminal Justice or a closely related field of study preferred.
  - One (1) to three (3) years of related experience required.
  - Arizona Criminal Justice Information System Level A Certification.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

## Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard 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 (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

## Special Conditions of Employment:

- On call rotation duties
- Some evening and weekend work hours
- Pre-Employment Background Check Required
- DMV Check/Current and Valid AZ Driver's License
- Successful Completion of Critical exam
- Polygraph required for hire