

Job Description

Position Title: Campus Police Dispatch Supervisor

Job Family: Campus Police

Job Level: Supervisor

FLSA Status: Non-Exempt

Salary Grade: 03

Position Summary:

The Campus Police Dispatch Supervisor is responsible for supervising and participating in the 24x7 dispatching, recording, and reporting confidential activities of the police communications center and complex public safety operations. The Campus Police Dispatch Supervisor provides direction and supervision to college dispatch unit.

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. Supervises staff: prioritizes and assigns work; conducts performance evaluations; ensures staff is trained; and makes hiring, termination, and disciplinary recommendations
2. Performs quality control for police records to ensure compliance with College, State, and Federal regulations, including serving as Systems Security Officer for the Department of Public Safety
3. Develops and implements processes and procedures, maintains various confidential files associated with law enforcement and homeland security; makes recommendations regarding assigned areas of responsibility
4. Operates and maintains security and law enforcement equipment to include recognizing problems and scheduling maintenance
5. Responds to questions from faculty, staff, administrators, and the public regarding department services
6. Coordinates with other College departments, public and private organizations associated with the assigned areas of responsibility and outside contractors, to include contract management to meet operational missions of the work element. Serves as liaison to those and other outside organizations, such as the courts
7. Oversees and participates in the administration of the work unit budget to include preparing cost estimates, monitoring expenditures and recommending budget adjustments to meet operational needs
8. Serves as a dispatcher in emergency staffing situations
9. 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:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work, and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

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.
- Three (3) to three (5) years of related experience with campus safety as a police dispatcher, including one year supervisory experience
- Arizona Criminal Justice Information System Level A Certification.
- Computer Aided Dispatch (CAD) Certification
- Tucson Police Department Database (RMS) Certification

- Arizona Systems Security Officer Certification

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 remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to position or transport light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively 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
- DMV Check/Current and Valid AZ Driver's License
- Polygraph required for hire