

MASTER SPECIFICATION

JOB INFORMATION

Date:	8/29/2017 2:24:19 PM
Official Title:	Communications Operator Master
System Affiliation:	
Employee Category:	
Pay Grade:	Pay Grade 1
Scheduled Hours	
Job Code:	753339
Job Family:	Public Safety

JOB SUMMARY

The Communications Operator receives incoming calls regarding crimes, disturbances, fires, medical or police emergencies/non-emergency situations and dispatches police officers for intervention and/or assistance.

NATURE OF WORK

The Communications Operator is responsible for receiving emergency and non-emergency calls from a variety of sources, i.e., telephones, cell phones, radios, etc., as well as for dispatches those calls to appropriate campus police and/or off-campus emergency response agencies. Job responsibilities require excellent verbal and written communication skills, as well as the ability to think and act promptly in emergency, or difficult situations. Work is performed under immediate supervision, and consists of tasks that are well-defined, with specific instructions to achieve standards. Problems faced in the position address non-routine situations, within established protocols and guidelines. Decisions are limited to the application of standardized or accepted practices and errors could result in moderate costs and inconveniences within the affected area.

Distinguishing Characteristics

Examples of Duties

Essential Functions

Receives incoming calls from a variety of sources, i.e., telephones, cell phones, radios, etc. regarding crimes, disturbances, fires, medical or police emergencies/non-emergency situations.

Appropriately dispatches campus police and/or off-campus emergency response agencies. for intervention and/or assistance; maintains the daily police dispatch duty roster.

Relays daily emergency-related information such as street closings, power outages, campus closing, etc.

Monitors telephone, radios, emergency call boxes, and alarms and dispatches appropriate police officer, response teams, and emergency equipment.

Receives and processes requests from on-duty police officers for traffic violation checks, warrant checks, vehicle registrations and driver's license checks, Federal and State "wanted persons", missing children checks, missing persons, and stolen properties checks.

Maintains and protects the privacy and confidentiality of related information and materials.

Performs other job-related duties as assigned.

Performs other functions as required or assigned. Also complies with all Policies and Standards.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

Education Level	Field of Study	Req	Pref	And/Or
High school diploma or GED		X		

Work Experience

<i>Experience</i>	<i>Experience Details</i>	<i>Req</i>	<i>Pref</i>	
No experience		X		
Minimum 6 months	Related experience		X	