JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Dispatcher

Job Code: 6707

Salary Grade: S06

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Job Responsibilities

Assists with emergency calls, service requests, and incident process. Assists with maintaining records, locking and unlocking buildings, and monitoring security cameras and alarms. Serves as a Campus Security Authority (CSA) by fulfilling training and reporting obligations related to campus safety protocols.

· Serves as a 911 dispatcher and assists with emergency calls, service requests, and incidents by using radio and/or telephone.
· Receives and prioritizes simultaneous calls on multiple instruments and dispatches responses to calls for service and to alarms.
· Determines whether an emergency is in the dispatch service area and provides accurate and clear directions to specific locations. Relays records and information to officers in the field. Facilitates communication with other public safety agencies.
· Uses a computer to record all requests for services, other incidents, and emergencies.
· Controls police radio frequencies, records and monitors all radio transmissions and incoming telephone calls and maintains required logs and records.
· Assists with maintaining building security by operating the computer system to lock or unlock University buildings.

- Assists with monitoring security cameras and security, fire, panic, and maintenance alarms.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Requirements

Education:

Required: High School diploma or GED.

Experience:

Required: None.

Required Certifications or Licenses:

· Valid Driver License to drive university vehicles
· Must obtain Oklahoma Law Enforcement Telecommunications Systems Terminal Operator Certification within 6 months of hire date

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

· Ability to speak, read and write clearly
· Basic computer skills
· Ability to read maps and acquire knowledge of campus buildings and addresses
· Ability to communicate clear and concise directions and information over electronic mediums such as radio and telephone
· Ability to prioritize and multi-task in stressful situations
· Strong initiative to solve problems
· Excellent listening skills in order to identify and prioritize critical situations
· Ability to work well with interdepartmental teams and initiatives

Working Conditions

Physical:
Constantly communicating and hearing including receiving detailed information over the phone or by radio transmission. Frequently see, including color, depth perception and clarity. Constantly sit for long periods of time.

Environmental:
Willingness to wear and maintain uniforms.

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