Title: Dispatcher  
Department: Security  
Reports to: Lead Dispatcher, Master Sergeant, Director of Security  
FLSA Status: Non-exempt

Job summary  
The Security Dept. strives to protect the lives and property of the St Gregory’s campus. The dispatcher is the first point of contact for in many instances. It is essential that the Dispatcher follows all protocol and policies of the Security Department.

Essential Job Functions  
- Monitors alarms and video surveillance systems.  
- Monitors fire alarms, fire and security door zones.  
- Acts as switchboard operator for the University.  
- Enters data; maintain daily logs, log citations and permits.  
- Coordinates efforts of the Security Officers by dispatching security calls to the officers via radio and maintaining duty logs.  
- Maintains an orderly lobby and reporting to security any problems or suspicious persons in the residential area.  
- Other duties as assigned

Qualifications:  
- Radio communication practices and protocols.  
- Excellent writing and oral communication skills, using the English language.  
- Maintaining an established work schedule, this may include days, evenings, nights, weekends, and holidays.  
- Effectively using interpersonal and communications skills including tact and diplomacy.  
- Effectively using organizational, planning, and problem solving skills.  
- Effectively interpreting laws and regulations, making decisions, maintaining composure, and working effectively under stressful conditions and emergency situations.  
- Interacting with people of different social, economic, and ethnic backgrounds.  
- Operating telephones, radios, and other office equipment.  
- Following and effectively communicating verbal and written instructions.  
- Establishing and maintaining effective working relationships.  
- Demonstrated proficiency using computer software based on the Windows XP format.

Physical/Mental Demands Required  
Primarily physical work requiring the ability to lift a maximum of 10 pounds; frequent hand/eye coordination to operate computer and office equipment; vision for reading, recording and interpreting information; speech communication and hearing to maintain communication with employees and the public. Subject to extended periods of concentration in listening to radio calls, and monitoring cameras, alarms, telephones. Subject to sitting for extended periods of time.
Disclaimer
The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Last Revised: 01/14/15