

Merrimack College Department of Police Services

DISPATCHER

GENERAL PURPOSE OF POSITION:

To provide clerical and technical support to the department by monitoring and operating various radio frequencies, dispatching department and other college personnel to calls for service and emergencies, maintaining accurate records and logs of shift activity, operating several types of computer systems, providing telephone and in-person assistance to the public, and other related duties as assigned.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES PRIORITIZED IN ORDER OF IMPORTANCE:

1. Maintains effective and efficient communication between the Police Services Department, its employees, the public, other college departments and personnel, outside emergency and law enforcement agencies by receiving and dispatching general and emergency information. Receives information, complaints, signals and requests from a variety of communication equipment such as radio transmitter/receivers, telephones, alarms, and emergency signaling devices. Identifies the location where assistance is required, determines the availability and location of the nearest emergency equipment and personnel, dispatches the necessary units into service, and coordinates any communication necessary. Maintains accurate written and computer records of shift activity. Duties must be performed in a clear and orderly manner, often under stressful and/or emergency situations.
2. Answers business/emergency phones - including the college's switchboard outside regular business hours - providing information, direction, and services. Handles a wide variety of in-person services such as issuing parking decals, issuing temporary visitor/parking permits, accepting citation appeals, signing keys in/out under strict key control policy.
3. Operates, with proficiency, several computer systems such as ID card system, card access system, food services card system, E911 call notification system, CJIS (Criminal Justice Information System), police computer aided dispatch and report management program, surveillance camera system, CARS, Cognos, and a personal computer with software programs such as MS Word, MS Access, MS Excel, & MS Outlook.
4. A variety of clerical duties to include filing, record-keeping, and lost & found records.
5. Other related duties as assigned

EDUCATION, SKILLS & EXPERIENCE:

Minimum requirements of education, knowledge, previous experience, or equivalent required to perform the duties of this position at an acceptable level.

- A high school diploma is required.
- A candidate with college credits working on a degree is preferred.

Knowledge, Skills, Abilities

- Knowledge of police dispatching practices and a willingness to keep self up-to-date on current practices through department-sponsored training and other resources.
- Proficiency in multi-tasking. Ability to analyze requests for both emergency and non-emergency services and make independent decisions in communicating with and dispatching department personnel and other campus personnel and/or outside agencies.
- Ability to adjust to changing situations to meet emergency or rapidly changing requirements with a clear head, to exercise sound judgment and discretion in handling confidential information..
- Ability to establish and maintain cooperative relationships with members of the college community, the public and local agencies/officials.

- Must possess strong verbal and written communication skills.
- Ability to immediately become proficient in computer systems and electronic equipment used by the department.
- Must be honest and able to be trusted with confidential information. Work-related dishonesty or disclosure of confidential information will be grounds for termination.

Experience

Prior experience in Police Dispatching is preferred but not required.

LICENSING REQUIREMENTS:

- Must be able to obtain CJIS certification (from the Commonwealth of Massachusetts) at hire and retain this certification as a condition of continued employment.
- Must successfully complete a background investigation prior to hire.
- Must attend all department meetings as well as any other training/meetings required by law and/or the college.
- Must dress in appropriate business attire or department-approved uniform. Uniformed dispatchers are eligible, with some restrictions, to sign up to work details.

Full-time employees:

- Willing to work a fair share of extra shifts. May be mandatory shift work. May be assigned to a particular shift, sometimes with short notice. Openness to occasional shift flexibility.
- Nature of job and staffing requirements may not allow for the approval of all leave time requests.
- All clothing/equipment issued to, or bought for, employee must be returned upon resignation.

On-call employees:

- Must meet a 24 hour a month minimum (shift hours worked or signed up for) and be willing to work their share of holidays, weekends, and overnight shifts.
- If uniformed, must provide own uniform and equipment. Radio, badges, and some other equipment will be provided by the college and must be returned to the college upon resignation.

EXPECTATIONS OF ALL EMPLOYEES:

Employee responsibilities include, but are not limited to, those listed below. Some or all of these responsibilities may seem like common sense, but they are listed to help ensure that no one misunderstands what is expected from Administrative and Staff employees. Employees are expected to:

1. Comply with the policies and procedures of Merrimack College.
2. Respect the confidentiality of sensitive information. Such information must be appropriately protected, is not to be repeated, discussed, or removed from the work area except for legitimate work reasons.
3. Spend the workday efficiently - by performing each task quickly, safely and well.
4. To be at work when scheduled to be working (to attend work regularly, arrive on time and remain until the end of the workday) and to work when supposed to be working (for example, keeping personal phone calls to a minimum and attending to personal matters during non-work hours).
5. Attend department meetings, staff meetings, and training programs and apply new information learned.
6. Respect the rights of others and cooperate with reasonable requests from co-workers.
7. Work in safe conditions using safe practices.
8. Be knowledgeable of standards and expectations for performance.
9. Be prepared to discuss performance during the Performance Review discussion.
10. Ask for, listen to, and act on performance feedback.
11. Respect the property of others and of Merrimack College and use College property only for legitimate work purposes.

12. Serve on College committees and attend College meetings with supervisory approval.

ADDITIONAL EXPECTATIONS OF THOSE IN SUPERVISORY POSITIONS:

1. Comply with the policies and practices of Merrimack College and ensure that those who work in the department or area comply as well.
2. Assign and review work; ensuring the proper completion of day-to-day work in your area of responsibility.
3. Ensure appropriate training and employee orientation to the department and work area.
4. Provide employees with the appropriate tools and resources to perform the work.
5. Actively promote equal opportunity and diversity.
6. Promote safe work practices and conditions.
7. Establish standards and expectations for work performance and meet with employees to discuss and clearly communicate expectations.
8. Evaluate employee's job performance regularly according to the College's Performance Review Process.
9. Advise and counsel employees regarding their performance.
10. Recommend or select applicants or employees to fill vacant positions.
11. Serve as the primary resource for employees, as well as assisting with their work-related problems, whenever appropriate.
12. Encourage employees to serve on College committees and attend College meetings.

NATURE OF THE WORK:

Physical Requirements: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position involves **standard office work** which may require repetitive motion and being confined to a desk for extended periods of time. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance, stoop, kneel, talk or hear. The employee might occasionally lift and/or move up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment is very moderate.

While performing the duties of this job, the employee is regularly required to stand, walk, and use hands to finger, handle or feel objects, tools, or controls. The employee frequently is required to talk or hear. The employee is occasionally required to reach with hands and arms and stoop, kneel, or crouch. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus. The noise level in the work environment is moderate to loud when protective devices must be worn. While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time for periods of time.

While performing the duties of this job, the employee is regularly required to have full range of mobility in upper and lower body and be able to reach overhead. Be able to work in various positions, including, but not limited to, stooping, standing, bending over, sitting, kneeling and squatting for extended periods of time. Be able to lift, pull and push materials and equipment to complete assigned job tasks. Be able to lift

50 pounds of weight frequently throughout assigned workday. The noise level in the work environment is moderate to loud when protective devices must be worn. While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time for periods of time.