

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Dispatcher

Class Code: 40391

Pay Grade: GD

A. Purpose:

Compiles, disseminates, and relays information received through the communication network to provide prompt and accurate information to law enforcement agencies, Patrol Officers, fire departments, ambulance services, staff, and the public.

B. Distinguishing Feature:

The Dispatcher operates the communications network, dispatches personnel, and provides general information to the public regarding the campus and/or institution.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Maintains radio contact with patrol officers, security staff, institutional staff, and student ticket writers to give and receive information relevant to staff or facility activities or situations.
 - a. Operates a radio system to maintain contact with patrol officers or security staff.
 - i. Contacts or receives communication from patrol or security officers, city and County law enforcement agencies, and/or physical plant personnel.
 - ii. Monitors radio activity.
 - b. Accesses National Crime Information Center (NCIC) files through the use of the National Law Enforcement Telecommunications System (NLETS).
 - i. Checks vehicle registration, driver's license, driver history, criminal history, wants and warrants, and stolen vehicle files.
 - ii. Notifies officers with information obtained from the system.
 - c. Contacts other officers on duty and or city/county law enforcement personnel to assist patrol officers when necessary.
 - d. Maintains a log of officer calls showing the appropriate code relevant to each situation.
 - e. Contacts state radio communications by teletype to add information to NCIC system.
 - f. Receives and responds to telephone calls for information or those reporting emergencies.
 - i. Relays information to appropriate personnel.
 - ii. Logs all calls and incidents received over the telephone.
2. Monitors Central Control Systems for heating, cooling, fire, or security situations notifying appropriate personnel when alarms are activated.
 - a. Monitors an on-line sensor activated and video surveillance system.
 - b. Contacts security or physical plant personnel and relays alarm codes.
 - c. Reviews printouts to verify alarms have reset.
 - d. Shuts down equipment if maintenance personnel are not available.
3. Monitors campus parking to ensure the effective enforcement of parking regulations.
 - a. Enters tickets, receipts, and parking decal information into the computer.
 - b. Checks the system to determine the owner of a parking decal.

- c. Separates and mails parking ticket bills.
 - d. Collects money and issues receipts.
 - e. Processes appeals from those issued parking tickets.
 - i. Informs students of appeal options.
 - ii. Notifies students of date and time for their appeal.
 - f. Directs and assists students writing tickets.
4. Maintains switchboard to receive and relay calls or information.
 - a. Receives telephone calls and relays them to staff.
 - b. Answers requests for general information.
 - c. Relays emergency calls to appropriate personnel and agencies.
 - d. Signs in visitors and directs them to approved locations.
 - e. Pages staff through an intercom system or through beepers.
 - f. Monitors closed circuit television system to control access to buildings and unit areas.
 5. Performs other work as assigned.

D. Reporting Relationships:

Typically does not supervise, but may provide work direction.

E. Challenges and Problems:

Challenges include handling multiple tasks and prioritizing work to ensure the highest priorities are handled first and timely. This is difficult because the incumbent is responding to multiple individuals calling for information, answering telephone calls, responding to building control systems alarms, and dealing with walk-ins often all at the same time.

Typical problems include properly identifying a NCIC hit on a vehicle or individual, ensuring a patrol officer has the correct individual or vehicle at the scene, dealing with callers who are either upset or excited, remaining calm and in control during emergency situations, handling different emergency situations simultaneously, knowing how to respond to building system control alarms when maintenance staff are not available, remembering the proper procedures to follow for each type of situation, knowing patient or visitor status, power outages, and equipment failures.

F. Decision-making Authority:

Decisions include NCIC message format, how to notify patrol officers or local law enforcement of potentially dangerous situations or suspects without alerting suspects, how to prioritize multiple calls, when and where to dispatch patrol officers and/or security staff, whether to shut off essential equipment if unable to contact maintenance personnel, where to route calls and information, whether a situation is routine or an emergency, the best way to contact a specific staff member, and which type of code situation is warranted if a caller is unclear.

Decisions referred include situations that deviate from procedure manuals or training, press releases, legal questions, central control problems, policy questions or matters, how to handle duplicate tickets in main ticket file, how to handle equipment malfunctions, when to activate disaster plans, whether patients can or will receive visitors, and changes to be made to computer equipment and software.

G. Contact with Others:

Daily contact with students, employees, public, and other agencies to assist with problems or give and receive information; daily contact with patrol officers and security staff to give and receive information; and as needed with local law enforcement to assist or receive assistance during emergencies.

H. Working Conditions:

The incumbent works in a typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- two-way radio communications systems;
- stress and conflict management techniques.

Ability to:

- type both alpha and alpha-numeric figures quickly and accurately;
- locate and use reference sources;
- follow instructions;
- communicate using good clarity, tone, volume, syntax, grammar, and inflection/modulation;
- study multiple computer terminals and printouts quickly and accurately;
- accurately remember information;
- establish and maintain effective working relationships with coworkers, agency employees, and the general public
- deal tactfully with others and remain calm in tense or emergency situations;
- operate computers and radio and telephone equipment;
- make logical decisions;
- work independently.