

Position Summary

The Communications Technician 1 performs police department dispatch duties to include operating Multi-Agency Radio Communications (MARCS) radios, computer-aided dispatch (CAD), security cameras and public safety systems. Receives and responds to calls for service generated from telephone calls, system alarms, and customer interaction. Subject to call-in (24) twenty- four hours a day (7) seven days a week. An employee assigned to this classification works on one of three shifts and may be required to work holidays or evenings outside of scheduled workday. Works varied shifts as assigned and may be required to work overtime.

Core Competencies

Professionalism, Communication, Managing Work, Courage, Continuous Improvement, Driving for Results, Customer/Student/Employee Focus, Technology Savvy
Collaboration, Resolving Conflict

ESSENTIAL JOB FUNCTIONS

Dispatch

Operates Computer Aided Dispatch (CAD) and MARCS radios. Receives and responds to calls for service generated from telephone calls, system alarms, and customer interaction. Enters necessary information in the CAD and dispatches appropriate personnel. Receives and transmits messages to law enforcement officers, emergency squads, fire departments, and other personnel. Monitors radio messages and logs incoming and outgoing calls in CAD, and provides continued communications as needed.

Accesses and utilizes various law enforcement and college databases and information systems to retrieve, enter, or verify information. Operates and monitors safety systems to include fire safety and electronic access alarm systems, security cameras, Public Address (PA) system, and campus emergency notification system. Provides customer service to students, faculty, staff, administrators, and visitors of the College. Accepts, logs, retrieves, and returns lost and found property. Receives, resolves, or forwards complaints when reported to the police department. Takes and forwards messages to police personnel.

Administrative

Keeps complete and accurate records and documentation. Complies with Law Enforcement Automated Data System (LEADS) and the Ohio Law Enforcement Gateway (OHLEG) rules and regulations and assists with LEADS and OHLEG audits. Maintains confidentiality of sensitive information.

Community Engagement

Collaborates with other campus and non-campus partners to identify and develop solutions to safety and security issues. Participates in various campus events and activities that promote campus safety. Engages in public contact via telephone, e-mail, or in-person to take complaints, answer inquiries and provide assistance.

Diversity, Equity and Inclusion

Fosters and maintains a safe environment of respect and inclusion for faculty, staff, students, and members of the community.

Other Duties & Responsibilities

Performs other duties as assigned. Assists other college departments and personnel during peak times and special events that serve the college. May assist persons with mobility or other impairments. Works assigned schedule and exhibits regular and predictable attendance. May be required to work weekends, holidays, or hours outside of the scheduled workday.

Usual Physical Requirements

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions described in this position description. While performing duties of this job, the employee regularly exhibits digital dexterity when entering data into computer. The employee frequently sits for periods of time, stands, and walks. Employee converses verbally or manually with others in person as well as by telephone. Vision demands include close, relatively detailed vision when focusing on computer screen. Employee occasionally lifts up to 10 pounds.

Working Conditions

Normal office working conditions. The employee is not subject to adverse environmental conditions.

Knowledge, Skills and Abilities:

Knowledge of: Two-way radio and telephone system operational procedures; operation of LEADS; operation of Computerized Criminal History (CCH) system; operation of safety systems to include fire safety and electronic access alarm systems, security cameras, PA system, and campus emergency notification system; standard office practices and procedures; college Computer software programs and applications to include word processing, databases, and spreadsheets; OHLEG.

Skilled in: Verbal and written communications; operation of general office equipment; customer service; general typing; application of job software programs and databases; filing documents in alphabetical, numerical, chronological and subject order; maintaining work records; application of technical skills in radio, telephone systems and LEADS operations.

Ability to: Effectively multi-task; develop and maintain effective working relationships with associates, supervisors, job contacts and general public; exhibit a pleasant telephone manner and answer routine inquiries; provide outstanding customer service; maintain confidential and sensitive information; exercise sound judgment in dealing with stressful situations; exhibit good understanding of various emergency and other situations; learn operation of telephone and radio system to receive and relay information accurately and rapidly.

Minimum Qualifications:

High School Diploma or GED. Applicants must also have the ability to obtain and maintain required certifications: Dispatching Certification. Law Enforcement Automated Data System Certification. State Motor Vehicle Operator's License or demonstrable ability to gain access to work site(s). An appropriate combination of education, training, coursework and experience may qualify a candidate.

Additional Information: The position requires successful completion of a knowledge and personality assessment, background investigation, reference check, polygraph examination, psychological examination, and pre-employment medical examination.