



Job Description
Revised/Update: July 2024

Job Title: **Emergency Services Dispatch Lead**
 Job Family: **Business Services Operations**
 Pay Program: **Classified**
 Typical Work Year: **12 months**

Job Code: **1481**
 FLSA Status: **Non-Exempt**
 Shift Differential: **Yes**
 Pay Range: **G 19**

SUMMARY: Responsible for supporting the Safety and Security Department in the overall operation of the District 12 Communication Center to include but not limited to overseeing and monitoring, scheduling, receiving and logging all fire, life, safety, burglar, and HVAC alarms. Duties also include providing leadership, coaching, training, mentoring, and technical guidance; prioritizing, scheduling and assigning work to Facilities Operators/Dispatchers and/or Security Guards; overseeing and interpreting alarms; following District procedures to generate work orders or dispatch appropriate personnel; oversee and provide telephone customer service regarding HVAC or security issues; monitor and maintain the department’s phone directory, inventory, department specific databases for all District security system users, department specific software systems, District radios, and department’s standard operating procedures; receive, record, and provide reports from and for District security personnel; research new technologies.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Responsible for monitoring, scheduling, and logging all fire, life, safety, burglar, and HVAC alarms. Oversee and interpret alarm codes. Follow district procedures to generate work orders and/or dispatch appropriate personnel. Oversee and provide customer service regarding HVAC and/or security issues.	D	5%
2. Program and maintain, and diagnose issues for the following district databases and systems all district staff user profiles for SMS notification system and weather alert system. Program and maintain student reporting and safety notification system databases. Program signals into supervisor workstation.	D	15%
3. Create and distribute reports upon request, update forms and materials, and collaborate with other departments to streamline notifications and alarm responses.	D	10%
4. Provides leadership, coaching, technical support and mentoring to Emergency Services / Dispatchers. Monitor Dispatchers work practices to ensure operating procedures are met. Prioritize, schedule and assign work. Maintain employee schedule and time-off requests.	D	20%
5. Makes recommendations for operational improvements to the Safety and Security Department. Research new technologies and make recommendations system improvements.	D	5%
6. Research, develop, and facilitate timely training for Facilities Operators/ Dispatchers on the latest applications, materials, and trends for current safety and security practices. Train Security Guards when applicable.	M	10%
7. Monitor and maintain the department’s group email, inventory, databases, software systems, District radios, and standard operating procedures.	D	10%
8. Performs other job related duties as assigned.	Ongoing	5%
TOTAL		100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High School Diploma or equivalent.
- Minimum of 5 years of experience in loss prevention, security services, and/or emergency dispatching.
- Courses in Microsoft Office and Internet Explorer or equivalent preferred.
- Must be a minimum of 18 years old.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Critical thinking and problem solving skills.
- Ability to effectively communicate in both crisis and non-crisis situations.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to learn and operate department specific software.
- Ability to promote and follow Board of Education policies, District Policies, building and department procedures.
- Ability to engage in effective communication, collaboration, and teamwork with individuals from diverse backgrounds, cultures, and perspectives, while demonstrating respect and appreciation for their differences.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.
- Ability to stay current with district policy, standards and training in the areas of data quality, data privacy, and cybersecurity with respect to student and staff data, and related information systems.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals and any other department specific software.
- Operating knowledge of and experience with Microsoft Word and Excel
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Operating knowledge of two-way radio systems and programming required within 3 months after hire.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Emergency Preparedness Manager, Security Services	3105

	POSITION TITLE	# of EMPLOYEES	JOB CODE

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Responsible for assisting with interviewing, hiring and training employees; assisting with planning, assigning and directing work; assisting with appraising performance; assisting with rewarding, disciplining and terminating employees; and assisting with addressing complaints and resolving problems.
- Maintain inventory.
- Responsible for appropriate and efficient use of equipment provided by the District.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below 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.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands and fingers to handle and/or feel				X
Reach with hands and arms				X
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare		X		
Analyze			X	
Communicate				X
Copy		X		
Coordinate		X		
Instruct		X		
Compute		X		
Synthesize		X		
Evaluate		X		
Interpersonal Skills		X		
Compile		X		
Negotiate		X		

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	