

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

Job Code: **1486**  
 FLSA Status: **Non-Exempt**  
 Shift Differential: **Yes**  
 Pay Range: **G 12**

**SUMMARY:** Responsible for monitoring, scheduling, receiving and logging all fire, life, safety, burglar, and HVAC alarms received by the central District 12 Communication Center. Duties include interpreting alarms; following District procedures to generate work orders or dispatch when appropriate, District Security personnel, public safety agencies and/or maintenance technicians. Provides telephone customer service regarding HVAC or security issues; receive, record, and provide reports from and for District security personnel. Monitors High Definition surveillance systems and conducts incident footage reviews; and maintains the department’s phone directory and the card and code database for all District security systems users. Conducts background checks on all visitors, issue photo identification badges to staff, contractors and vendors. Program and maintain staff and contractor key access control cards. Facilitate and respond to Safe2Tell reports. Monitor and notify staff of changing weather conditions. Participate in planned safety drills with schools. Provide customer service coverage at the districts front desk. Respond to emergency locates requested by 811 as per State requirements. Facilitate after hours assistance with community use renters.

**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. Monitor and respond appropriately to alarms. Follow District procedures to dispatch the appropriate district personnel, security teams, maintenance technicians, and/or public safety agencies. Log all events in accordance with department procedures and special instructions.	D	30%
2. Answer all incoming calls promptly and appropriately and assist all callers in a calm, courteous, and professional manner. When multiple telephone calls are received, service and transfer them according to priority. Obtain all necessary information from telephone callers to properly dispatch or transfer the call with the necessary information to maximize the accuracy and speed of response. Log all events in accordance with department procedures and special instructions.	D	25%
3. Track district security and log all visits, patrol stops, and responses per department procedures and special instructions. Dispatch police, fire, and/or district personnel to assist as needed. Log all events in accordance with department procedures and special instructions.	D	20%
4. Facilitate and respond to Safe2Tell reports in a timely manner in collaboration with public safety agencies and district administration. Compose and send staff safety notifications. Respond to all email inquiries promptly and appropriately. Log all events in accordance with department procedures and special instructions.	D	10%
5. Process requests for card and code access, door schedules, video footage, and other services as directed. Facilitate after-hours assistance with community-use renters. Respond to emergency locates requested by 811 as per State requirements. Log all events in accordance with department procedures and special instructions.	D	10%
6. Perform other job-related duties as assigned.	Ongoing	5%
	<b>TOTAL =</b>	<b>100%</b>

**EDUCATION AND RELATED WORK EXPERIENCE:**

- High school diploma or equivalent.
- Must be a minimum of 18 years old.
- Courses in Microsoft Office and Internet Explorer or equivalent preferred.
- Minimum of 4 years general clerical experience.
- Minimum of 1 year experience in loss prevention or emergency dispatching preferred.

**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 and 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:**

- Basic operating knowledge of and experience with personal computers and peripherals and any other department specific software.
- Operating knowledge of typical office equipment, such as telephones, copier, fax machine, E-mail, etc. required within 3 months after entering position.
- Operating knowledge of two-way radio required within 3 months after entering position.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	<b>POSITION TITLE</b>	<b>JOB CODE</b>
<b>Reports to:</b>	Emergency Preparedness Manager, Security Services	3105

	<b>POSITION TITLE</b>	<b># of EMPLOYEES</b>	<b>JOB CODE</b>
<b>Direct reports:</b>	This job has no supervisory responsibilities.		

**BUDGET AND/OR RESOURCE RESPONSIBILITY:**

- This job has no budgetary responsibilities.

**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.*

<b>PHYSICAL ACTIVITIES:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
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			

<b>WEIGHT and FORCE DEMANDS:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
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			

<b>MENTAL FUNCTIONS:</b>	<b>Amount of Time</b>

	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 (chemicals/bomb searches)	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	