

Position: School Safety Information Specialist /Dispatcher	FLSA: Non-exempt
Reports to: Associate Superintendent or Leader in Charge of District/School Safety or Their Designee	Salary Grade: 19

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class.

**OVERALL OBJECTIVE AND SUMMARY**

Under the direction of the Associate Superintendent or Manager in Charge of District/School Safety or designee, acts in the role as a Safety Information Specialist and Dispatcher, which includes receiving and responding to all approved means of requests for assistance from district employees; dispatching personnel as appropriate; monitoring various district alarms; keeping detailed records of all related communications and actions taken; analyzing data for trends; scheduling safety events with staffing, scheduling appropriate safety trainings; and when directed, acting as a liaison with public safety/first responders.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Promote the District’s Vision, Goals, and Core Values, as well as the district’s strategic directions and the school site’s mission/purpose
- Receive communications from District employees reporting issues, incidents and emergencies at school sites and other District facilities and properties
- Obtain necessary information from callers, reporters and dispatch personnel as appropriate; relay information and instructions to field personnel regarding a variety of service calls including vandalism, loitering, break-ins, potential illegal activity, and suspicious activities
- Monitor the operation of the District’s automated intrusion, emergency notification, and fire alarm systems; work with vendors/district staff who dispatch to sites
- Coordinate responses to emergency alarms with District personnel and public agencies; contact local law enforcement , fire departments and other public agencies as needed
- Enter, update and maintain accurate records of incoming calls, actions taken, and related information into designated software or other tools
- Notify district personnel or vendors of alarm system malfunctions and related service needs; maintain files of emergency management system maps for each district site
- Coordinate with vendors or other staff related to equipment repairs
- Monitor specified District sites and areas by means of video surveillance; operate digital video management systems
- Operate a two-way radio to receive and transmit information with key personnel at school sites; transmit messages between law enforcement, fire departments, emergency service units and District personnel
- Operate a variety of office equipment including a computer and assigned software
- Attend and participate in a variety of meetings and trainings related to assigned activities
- Compile data and information for reports as requested
- Ensure dissemination of information and promote effective departmental communication
- Promote teamwork by sharing knowledge and providing cross-training for employees
- Assist in the coordination and execution of district-wide trainings for staff and students
- Assist in the implementation of the district’s emergency operations plan, policies and procedures, and assist in evaluating the effectiveness to ensure appropriate preparations and responses are identified to maintain compliance with applicable legal requirements
- As directed, assist school sites with the development and revision of their Comprehensive School

Safety Plan in order to meet timelines for NUSD Board approval; assists school sites with revisions during the year, if necessary

- As directed, assist with coordinating district efforts to review and purchase safety or security-related devices, programs, applications and assist in providing required trainings on how to properly use or implement devices/services.
- Under the direction of the Associate Superintendent or Manager in Charge of District/School Safety or designee, be responsible for preparing and executing their designated district's emergency operations center responsibilities during crisis situations in accordance with the established guidelines of the National Incident Management System (NIMS)
- Coordinate and assist with the emergency planning and response efforts with medical, health and public safety agencies at the local, state, and federal levels and evaluates the effectiveness of emergency response efforts to develop recommendations for improvement on a timely basis
- May serve as a liaison of the district at staff and community events to present on efforts to develop, evaluate and implement improvements focusing on the safety of students, schools and community as directed
- Collect data and information as required by grant funding sources and other needs as assigned,
- Create and develop informational safety resources (i.e. brochures, websites, videos, etc.)
- Perform related duties as assigned that support the overall objective of the position

## **QUALIFICATIONS**

### **Knowledge of:**

- NUSD Vision, Goals, and Core Values and strategic directions
- Federal, state, and District policies and mandates related to work scope
- Diverse academic, socio-economic, cultural, ethnic, and disability backgrounds of students
- Methods to interpret, apply and explain rules, regulations, policies, and procedures
- Interpersonal skills sufficient to deal with normal and possibly confrontational situations using tact, patience, and courtesy
- Telephone techniques and etiquette
- Basic security and safety procedures regarding the administration of security / school safety programs
- Proficient in Microsoft Office, Google Apps, and modern web applications
- Recordkeeping and computer techniques

### **Ability to:**

- Maintain strict confidentiality of information according to established guidelines
- Exercise independent judgment and thinking when responding to calls/urgent communications
- Manage stress while remaining alert, calm, and action-oriented in stressful situations
- Control personal emotions
- Monitor multiple computer screens running various programs
- Interpret, apply, and explain school and District rules, regulations, policies and procedures
- Be a strong listener
- Participate in District approved professional development to maintain current knowledge of the evolving needs of students and the District related to work scope
- Prioritize responsibilities and meet established schedules and timelines and maintain a safe and orderly environment
- Complete work with many interruptions
- Effectively present information, both verbally and in writing, to management, staff, public groups and/or the Board of Trustees
- Report incidents to assigned supervisor using established procedures
- Communicate clearly with staff both orally and in writing
- Meet schedules and time lines and maintain a safe and orderly environment
- Complete work accurately and as directed with many interruptions

- Maintain professional relationships with the Board of Trustees, Superintendent, members of cabinet, parents, community members, colleagues, staff and school-related outside agencies.
- Demonstrate respect for each person in the organization.
- Prepare and maintain clear, concise and accurate records and reports
- Prepare and deliver clear and concise presentations to a variety of audiences
- Meet District standards of professional conduct as outlined in Board Policy
- Analyze information, summarize data and findings and assist in presenting them in ways easily understandable to decision-makers
- Complete all required trainings, including annual mandated trainings, as required for the position
- Maintain consistent and punctual attendance.
- Maintain effective audio-visual discrimination and perception for
  - Making observations
  - Communicating with others
  - Reading and writing
  - Operating assigned equipment
- Maintain mental capacity which allows the capability of:
  - Making sound decisions
  - Demonstrating intellectual capabilities

**PHYSICAL ABILITIES**

With reasonable accommodations, if necessary, hear and speak to interact effectively and exchange information in person and on the telephone; dexterity of hands and fingers to operate a computer keyboard; see to read, prepare documents and reports, and view a computer monitor; sit or stand for extended periods of time; bend at the waist, reach overhead, above the shoulders, and horizontally to retrieve and store files; lift light objects.

**EDUCATION AND EXPERIENCE**

- Any combination of experience and training that would likely provide the required knowledge and abilities could qualify someone for this position. A typical way to obtain the knowledge and abilities would be:
  - Education: Graduation from high school or equivalent
  - Experience: A minimum of three years of experience working in K-12 school systems, law enforcement, firefighting, crisis management, crisis communication or related field or valid POST Public Safety Dispatchers’ Basic Course certification.

**LICENSES AND CERTIFICATES**

- California driver’s license
- Valid School Security Training (SB 1626) Certificate within 30 days of hire
- Typing certificate at a rate of 60 words per minute