Job Description
Mt. Diablo Unified School District

SECURITY OPERATIONS DISPATCHER/CLERK

PURPOSE

Under general supervision, the Security Operations Dispatcher/Clerk operates the District's central station security system~~;~~ to monitor and respond to alarms and incidents occurring across all school sites and facilities. This position ensures accurate and timely dispatch of security personnel or emergency services, maintains security database/s, and communicates effectively with school site staff, law enforcement, and the general public. The position requires sound judgment, the ability to remain calm under pressure, and knowledge of security protocols and emergency response procedures.

SUPERVISION

Reports to: Assistant Director of Maintenance and Operations
Supervises: May provide training or lead guidance to other clerical staff or substitutes

ESSENTIAL FUNCTIONS

- Continuously monitor the District Central Station Security Systems for alarms, intrusions, equipment status and virtual visual inspection
- Promptly Dispatch District security staff, law enforcement, or emergency services in response to alarms, disturbances, or incidents.
- Arm/disarm security zones and systems remotely, based on schedules or emergency needs to maintain building security
- Maintain and update access control data including PINs, alarm user codes, and contact rosters.
- Communicate programming changes and special instructions to appropriate field personnel or system users.
- Log, document, and track system issues, false alarms, or service calls for follow-up and resolution.
- Generate regular and as needed reports from the security system databases for administrative and compliance purposes.
- Provide information and assistance to authorized District personnel and public safety agencies.
- Maintain records and logs related to alarms, dispatches, system failures, and service requests and submit final reports at end of shift
- Assist with training or onboarding new personnel in system protocols and dispatch procedures.
- Ensures comprehensive shift change communication by participating in a structured crossover process with incoming and outgoing personnel.

- Follow District policies and legal requirements related to student privacy, security incidents, and emergency communication.
- Coordinate custodial coverage for last-minute absences, including reassignments, on-call staff, or overtime, while notifying site administrators and logging actions

JOB REQUIREMENTS: MINIMUM QUALIFICATIONS

Education:

- High school diploma or equivalent.

Experience:

- Experience in a public school district or government agency environment is desirable.
- A minimum of two (2) years of experience in office operations or security operations, preferably in a monitoring or dispatching environment.

Required Knowledge:

- Principles and practices of security operations and alarm monitoring.
- Public safety dispatching procedures.
- Emergency response protocols.
- Confidentiality and privacy laws applicable to educational environments (e.g., FERPA).
- Standard office practices and procedures.
- Operation of modern communication and alarm-monitoring equipment.

Required Skills:

- Use dispatch and security software systems efficiently.
- Communicate clearly and effectively, both verbally and in writing.
- Maintain accurate records and prepare clear reports.
- Prioritize and respond to multiple incidents simultaneously in a calm, organized manner.

Required Abilities:

- Adapt quickly to changing circumstances and emergency situations.
- Work independently and exercise sound judgment.
- Maintain situational awareness and attention to detail during long shifts.

Job Description
Mt. Diablo Unified School District

WORKING CONDITIONS

Work Environment:

- Rotating shifts, including evenings, weekends, and holidays.
- Work in a secure office environment with potential exposure to emergency situations via communication systems.
- May be required to sit for extended periods and operate multiple computer screens and communication devices.

Physical Demands:

- Must be able to remain in a seated position for extended periods while operating multiple computer screens, telephones, and communication equipment.
- Frequent use of hands and fingers to operate computers, keyboards, and other office equipment.
- Ability to visually monitor multiple screens and written materials, requiring close vision, color vision, and the ability to adjust focus.
- Occasional standing, walking, reaching, bending, or light lifting (up to 20 pounds) may be required to retrieve materials or access equipment.
- Must be able to communicate effectively in person, over the telephone, and through radio systems, which requires clear speech and hearing ability.
- Ability to maintain focus and situational awareness during prolonged periods of monitoring and in high-pressure or emergency situations

LICENSES AND OTHER REQUIREMENTS:

- Valid California Driver's License may be required for some assignments
- DOJ/FBI fingerprint clearance
- TB test clearance

Classification: Classified

Salary Range: Classified Salary Schedule, Range TBD (Differential will be included in normal rate moving forward)
FLSA Status: Non-Exempt
Bargaining Unit: CST

Job Description
Mt. Diablo Unified School District

Number of Days: 260 Days (Position requires routine holiday/weekend work)

Date Adopted: [Insert Board Approval Date]
Revised: [Insert Revision Date, if any]