

POSITION DESCRIPTION

TITLE: Clerk/Dispatcher - (Non-Exempt)

Collective Bargaining - Eligible

Based on the duties and responsibilities as described in this position description, it has been determined that the incumbent is eligible to participate in collective bargaining.

JOB SUMMARY:

Receives emergency calls and dispatches appropriate agencies; logs all calls and answers regular business phone lines providing appropriate general information or forwarding the appropriate resource; communicates with campus community and public in person or via telephone; working hours varied on a 24 hour per day basis; may be required to work rotating shifts and subject to call in duty; will report directly to the Director of Public Safety or his designee.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

(Note: These examples are intended only as illustrations of the various types of work performed in positions allocated to this class. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for following the policies and procedures as defined in the Memorandum of Understanding (MOU) and/or the employee handbook.
- Answers emergency phone calls for service.
- Evaluates requests, provides or sends appropriate response by dispatching Public Safety Officers, fire and emergency services or other law enforcement in accordance with established protocols.
- Provides information about calls to Public Safety Officers and appropriately to various responding agencies.
- Records and logs all information pertaining to all calls for service, traffic and parking citations, vehicle registration, etc.
- Utilizes NCIC/MILES/NLETS law enforcement network as available.
- Answers regular business phone lines.
- Assists visitors, students, faculty and staff who come to the office for information, vehicle temporary passes, emergencies and other services.
- Controls State Vehicle access to faculty/staff and students after normal business hours.
- Serves as Campus Security Authority.

Required Knowledge, Skills, and Abilities:

- Ability to gain thorough knowledge of St. Mary's College of Maryland and Office of Public Safety policies and procedures.

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- Ability to answer phones in a calm manner and to evaluate and prioritize emergency calls.
- Ability to effectively represent St. Mary's College of Maryland to the public.
- Knowledge of the appropriate agencies to forward emergency information.
- Ability to multi-task and work effectively under stressful conditions.
- Ability to keep accurate records.
- Ability to dispatch emergency agencies as appropriate.
- Ability to operate relevant computers, computer programs, telephonic and radio systems.

Physical and Environmental Conditions:

- Work requires no unusual demand for physical effort. Must be able to work minimum 8 hour shift schedule including weekends and holidays. Must be able to work rotating shift schedule or fixed shift schedule as determined by operational needs. Position is subject to recall to duty as needed or in event of emergency.
- Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe work place practices with office equipment, and/or avoidance of trips and falls.

MINIMUM QUALIFICATIONS:

- Education: High school diploma or GED equivalent.
- Experience: Should have at least six months of related experience, familiarity with basic data entry, excellent interpersonal skills and the ability to work well with a student staff.
- Any combination of acceptable education and experience, which has provided the necessary knowledge and skills to fulfill the requirements of this position, may be considered.