Title: Emergency Communications Dispatcher 1

Pay Scale Group: 07

Essential Function

Under direct supervision from a higher level Emergency Communications Dispatcher, supervisor, or training officer, operate communication equipment dispatching personnel and equipment.

Characteristic Duties

1. Operate radio, telephone and computer equipment at base station. Coordinate communication operations for Law Enforcement, Facilities Management, Parking Services and Student Health.

2. Receive and record telephone calls; receive and transmit communication dispatching personnel and equipment.

3. Operate equipment and enter data/queries into the appropriate computerized system; monitor computer operations and transmit messages; monitor proprietary alarm system and environmental control computer.

4. Maintain radio, teletype and other required records.

5. Perform related duties based on departmental need.

Unusual Working Conditions

- May require working rotating shifts, weekends and holidays.

Minimum Qualifications

- High school/GED diploma, three (3) months computer or keyboarding, and one year extensive telephone experience within a public safety setting is required. Must obtain Regional Crime Information Center certification and complete 16 hours of power phone training by end of one year probationary period.

CAREER PATH: An ECD1 will be eligible for promotion to ECD2 provided the employee completes all requirements of ECD1, has good performance reviews and satisfactorily complete probation, meets minimum qualification of ECD2, and is in good attendance standing according to the departmental discretionary leave policy. The employee must submit a written request to progress to the next level.

Last updated: May 2010