



JOB DESCRIPTION

JOB TITLE: Phone Operator/Dispatcher	FLSA: Non-Exempt
Department: IT	Revised Date: 10/28/2020
Security Sensitive: Yes	Grade: A-12
Reports To: Director of Information Technology	

Job Summary

Under general supervision of the Director of Information Technology, is responsible for operating the central telephone system and the dispatch system for security offices.

Essential Functions

- Serves as switchboard operator for the central telephone system;
- Assists with long distance telephone codes to authorized employees;
- Assigns voice mail boxes to adjunct faculty and new employees;
- Changes telephone service for users;
- Performs daily and weekly maintenance functions, including checking trunk line operations, power supply and backup system to computer disk;
- Prepares and maintains records related to the central telephone system, such as monthly department call reports, listing of long distance charges and directory assistance;
- Coordinates long distance service with vendor(s);
- Dispatches officers, ambulances, fire apparatus, rescue squads, physical plant personnel, or other personnel and equipment as needed;
- Maintains knowledge of all streets, buildings, parks or other general information regarding the campus location;
- Provides calm, courteous, articulate and concise information when broadcasting;
- Acknowledges all radio messages transmitted from mobile units and takes appropriate action;
- Organizes and maintains calendars, schedules and filing systems;
- Monitors CCTV system;
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

Minimums Education, Skills and Abilities

- High School diploma or GED
- A minimum of two years experience in office, data entry or switchboard operation;
- One year experience in dispatching preferred;
- Ability to remain calm in emergencies;
- Ability to communicate effectively both orally and in writing;
- Customer service oriented;
- Bi-lingual preferred.

Work Environment

- Primarily sedentary in a climate controlled environment with little exposure to environmental or work hazards.

Special Requirements

- Ability to work evenings or weekends as requested;
- Subject to a criminal background check prior to employment.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? _____

Signature

Date