NEW MEXICO HIGHLANDS UNIVERSITY
JOB DESCRIPTION

Position: Dispatcher
Salary grade: 9

Department: Campus Police
Job Type: 12 months/Full-Time

Reports To: Chief of Campus Police
FLSA: Non-Exempt

SUMMARY: Dispatcher works under general supervision of the Campus Police Chief or his designated representative. Dispatchers must be reliable, dependable and trustworthy as much confidential information is handled by this position on a daily basis.

DUTIES & RESPONSIBILITIES:

- Serves as receptionist at Campus Police Headquarters;
- Monitor a 24 hour fire and Camera System;
- Maintain case numbers issued out and keep fire logs;
- Serves as telephone operator for the University after normal working hours;
- Maintains an accurate status of all field units;
- Monitors various radio frequencies;
- Maintains a telephone and radio log and reacts to telephone requests;
- Initiates preparation of the Offense/Incident/Accident reports and other clerical tasks;
- Receives information and dispatches assignments to various field units concerning reported incidents of a criminal nature and/or requests for services;
- Keeps the Shift Commander or Field Supervisor informed of all pertinent information;
- Monitors and receives by radio, telephone, or via in-person walk-ins, information relative to the security and good order of the campus and surrounding areas;
- Will operate the radio and telephone system to communicate that information to field officers, and other officials and agencies;
- Compile information as requested by Field Officers and Superiors, and perform such functions as typing, filing and other clerical duties relating to the compilation and maintenance of the Radio Service Log and other related informational files;
- Perform other job-related duties as assigned;
- Maintain regular attendance.

MINIMUM JOB REQUIREMENTS:

- EDUCATION: High School Diploma or GED.
- EXPERIENCE: One (1) year of paid experience as a dispatcher/telephone operator.

SPECIAL REQUIREMENTS:

- Must be willing to work evenings, weekends, holidays, and odd hours as required by the position.
- Must be able to obtain a Telecommunicators Certification within one year of employment.

KNOWLEDGE, SKILLS & ABILITIES:

- Skill in the use of Microsoft Office Products.
- Skill in telephone protocol.
- Ability to take and relay messages.
- Ability to type, file, and proof read.
- Ability to follow written and verbal instructions.
- Ability to work independently.
• Ability to work well with others.
• Ability to communicate effectively both verbally and in writing.

PHYSICAL DEMANDS:
• Sitting ................................................................. Frequently
• Standing ............................................................. Occasionally
• Walking ............................................................... Occasionally
• Bending ............................................................... Occasionally
• Squatting .............................................................. Occasionally
• Climbing ............................................................. Occasionally
• Kneeling ............................................................... Occasionally
• Lifting up to 20 pounds ......................................... Occasionally
• Lifting greater than 20 pounds ............................... Seldom
• Repetitive hand motion
• Prolonged use of computer

WORK ENVIRONMENT:
• Work is primarily in an indoor/office setting
• Work with frequent interruptions.