

**JOB INFORMATION**

Effective Date	3/19/2024
Job Code:	5225
Job Title:	Master Dispatcher
Salary Grade/Structure:	170 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	40-Clerical and Secretarial
Job Function:	Safety & Security
Job Family:	Security
Job Summary	The Dispatcher receives emergency and non-emergency calls; transmits messages via communications systems consisting of a multi-frequency radio system, 9-1-1 emergency lines and other communications equipment. Individual also monitors various electronic fire and security systems; provides assistance to walk-up customers; documents law enforcement and other personnel within an automated computer aided software system; assists records section with documentation, and provides general University information to callers. Serves as a Campus Security Authority as defined by the Jeanne Clery Disclosure of Campus Security Policy and Campus crime Statistics Act (Clery Act).

**COMPETENCIES**

## Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

**QUALIFICATIONS**

## Education

Education Level	Education Details	Required/ Preferred	
High School Diploma or GED		Required	

## Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	Experience in a law enforcement setting or a setting that includes shift work	Preferred	

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Preferred	
	A current, valid Texas Driver's License	Upon Hire	Required	

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	Employee must earn a TCOLE full Telecommunications license. Police Department will pay for training and licensure exam	within 1 Year	Required	

## Knowledge, Skills and Abilities

KSAs	Proficiency
• Must have the ability to use phones, computers and related equipment.	Skilled
• Must have excellent, recording and computational skills.	Skilled
• Must have the ability to understand and apply methods and practices relating to police dispatching.	Skilled
• Must be able to follow precise directions verbally and in writing in both emergency and non emergency situations and remain calm while so doing.	Skilled
• Must be able to establish and maintain effective working relationships with other employees of the department.	Skilled
• Must be able to communicate professionally, effectively and politely in English with people of diverse cultures, demonstrating a customer-service oriented attitude.	Skilled
• Must be able to perform multiple tasks simultaneously with attention to detail.	Skilled
• Must be able to work rotating shifts to include days, evenings, nights, weekends and holidays.	Skilled

## JOB RESPONSIBILITIES

Campus Security Authority ☐

Remote Work Capable ☐

## Essential Functions

Essential Function	% TIME
• Greets and answers public inquiries in person and take appropriate action. Answers and screens all incoming telephone calls and determine appropriate action.	15%
• Maintains contact with appropriate university police and security units in the field via radio communications and computer, directing them to all types of calls for service.	15%
• Maintains contact between non university units (area law enforcement, fire, ambulance and others) and university personnel (police, health center, facilities, etc.) via radio communications network.	5%
• Operates state teletype/computer system to send and receive information for criminal justice use.	5%
• Monitors university surveillance cameras for suspicious activity.	10%
• Maintains status of all alarms, and takes appropriate action when activated.	5%
• Enters all appropriate documentation into the Automated Records Management System (in house computer system).	20%
• Creates and updates work orders as necessary for all security electronic equipment and other police technologies.	10%
• Serves on department and/or university committees.	5%
• Maintains a state of emergency readiness through recurring training and scenario based exercises. Performs other duties as required.	10%

## PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	Yes

Hearing Exam:	Yes
Pulmonary Function Test:	No

## PHYSICAL DEMANDS/WORKING CONDITIONS

### Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						

### Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					
Extreme heat					
Humid					
Wet					
Noise					
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

### Travel Requirements

Estimated Amount	Brief Description