

# University of Houston – Clear Lake

## Position Description

Job Title: **Dispatcher**

Job Code: **5216**

Pay Grade: **120**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

### QUALIFICATIONS

	REQUIRED	PREFERRED
Education	High School diploma or GED.	
Experience	One year office/clerical experience; acceptable spelling skills; clear, precise and effective communication skills in English, excellent interpersonal skills as demonstrated by a service oriented attitude.	
License/Certification	Telecommunications Operator certification required within one year of hire date. Texas Driver's License.	

*This position may be security sensitive requiring a background check of the final candidate.*

### POSITION SUMMARY

**This employee receives emergency and non-emergency calls; transmits messages via communications systems consisting of a multi-frequency radio system, 911 emergency lines and other communications equipment. Individual also monitors various electronic fire and security systems; provides assistance to walk-up customers; issues and takes in various items, including but not limited to keys, lost and found items and other university property; 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.**

Duties and responsibilities	% Time
Greet and answer public inquiries in person and take appropriate action. Answer and screen all incoming telephone calls and determine appropriate action.	15
Maintain contact with appropriate university police and securing units in the field via radio communications, directing them to all types of calls for service.	15
Contact and maintain, via the radio communications network between non university units (area law enforcement, fire, ambulance and others) and university personnel (police, health center, etc.)	15
Operate state teletype/computer system to send and receive information for criminal justice use.	15
Maintain paper trails, including the filing of radio communications log, call for service documentation and daily and monthly activity reports. Maintain status of all alarms, and take appropriate action when activated. Maintain and issue an assortment of sign out keys to the university community (personnel include but are not limited to custodians, central plant and physical plant along with students). Operate other computer related systems (PeopleSoft) to retrieve appropriate information	25
Data entry into the Automated Records Management System (in house computer system) all appropriate documentation	15

*This position description describes the general qualifications, duties and responsibilities of work being performed.*