

JOB INFORMATION

Effective Date	1/12/2023
Job Code:	5221
Job Title:	Dispatcher III
Salary Grade/Structure:	150 - 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 III 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. 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. Employee will be expected to train incoming dispatchers and take part in various other training courses. 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	High School diploma or GED equivalent.	Required	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	Two years of police dispatcher experience.	Required	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	Valid Texas Driver's License	Upon Hire	Required	
	TCOLE Basic Telecommunicator's License with Intermediate Certification.	Upon Hire	Required	

Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> Must be able to use telephones, computers, and related equipment. 	Proficient
<ul style="list-style-type: none"> Must have attention to detail in order to maintain filing, tracking logs, and records. 	Skilled
<ul style="list-style-type: none"> Ability to understand and apply methods and practices relating to police dispatching. 	Skilled
<ul style="list-style-type: none"> Ability to follow precise directions in both emergency and non emergency situations and remain calm. 	Proficient
<ul style="list-style-type: none"> Must be able to establish and maintain effective working relationships with all levels of staff and with employees within the department. 	Proficient
<ul style="list-style-type: none"> Must have excellent communication skills as well as the ability to speak clearly with a polite tone. 	Skilled
<ul style="list-style-type: none"> Must be able to effectively multi-task and accomplish multiple tasks at one time. 	Skilled
<ul style="list-style-type: none"> Able to interact positively with peoples of diverse cultures and provide excellent customer service. 	Proficient

JOB RESPONSIBILITIES

- Campus Security Authority
- Remote Work Capable

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Data entry into the Automated Records Management System (in house computer system) all appropriate documentation. 	20%
<ul style="list-style-type: none"> Greet and answer public inquiries in person and take appropriate action. Answer and screen all incoming telephone calls and determine appropriate action. 	15%
<ul style="list-style-type: none"> Maintain 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%
<ul style="list-style-type: none"> Monitor university surveillance cameras for suspicious activity. 	10%
<ul style="list-style-type: none"> Create and update work orders as necessary for all security electronic equipment and other police technologies. 	10%
<ul style="list-style-type: none"> Maintain a state of emergency readiness through recurring training and scenario based exercises. 	10%
<ul style="list-style-type: none"> 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, facilities, etc.). 	5%
<ul style="list-style-type: none"> Operate state teletype/computer system to send and receive information for criminal justice use. Maintain status of all alarms, and take appropriate action when activated. 	5%
<ul style="list-style-type: none"> Serve on department and/or university committees. Occasional training responsibilities as needed. 	5%
<ul style="list-style-type: none"> Other related duties as assigned. 	5%

PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes

Physical Exam:	Yes
Hearing Exam:	Yes
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Safety & Security

Physical Demands

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

Working Environment

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

Travel Requirements

Estimated Amount	Brief Description

