

JOB INFORMATION

Effective Date	10/22/2021
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	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	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
<ul style="list-style-type: none"> Qualified applicants will be required to take an entry level exam and will be contacted to confirm their participation at the earliest entry level exam date. 	

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Greets and answers public inquiries in person and take appropriate action. Answers and screens all incoming telephone calls and determine appropriate action. 	15%
<ul style="list-style-type: none"> 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%
<ul style="list-style-type: none"> 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%
<ul style="list-style-type: none"> Operates state teletype/computer system to send and receive information for criminal justice use. 	5%
<ul style="list-style-type: none"> Monitors university surveillance cameras for suspicious activity. 	10%
<ul style="list-style-type: none"> Maintains status of all alarms, and takes appropriate action when activated. 	5%
<ul style="list-style-type: none"> Enters all appropriate documentation into the Automated Records Management System (in house computer system). 	20%
<ul style="list-style-type: none"> Creates and updates work orders as necessary for all security electronic equipment and other police technologies. 	10%
<ul style="list-style-type: none"> Serves on department and/or university committees. 	5%
<ul style="list-style-type: none"> 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