



Job Specification

Job Title: Public Safety Dispatcher II
BCAT Code: 510X DC
Pay Grade: G09

Effective Date: April 1, 2007
Revision Date: February 1, 2007
FLSA Status: Non-Exempt

General Description

Performs senior level work in the police communication center. Work involves contact with all public safety officers, and involves following standard policies and procedures with a high level of independence in determining the nature, and handling of emergency calls.

Examples of Duties

- Answers the emergency phones and radios in the police communications center, and dispatches police officers via police radio as the report or complaint dictates.
- Maintains various logs and forms of all calls, reports, or complaints according to standard police procedures.
- Dispatches appropriate personnel for reports of incidents or complaints.
- Greets the public and provide information about the campus.
- Receives incoming telephone calls from callers seeking general information about school closures, department hours, etc.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of the GSU campus.
- Knowledge of police dispatch procedures and functions of a police department.
- Effective oral and written communication skills.
- Ability to work under stressful situations.
- Ability to work independently, and perform assignments through oral and written instructions, and/or specific policies and procedures.
- Ability to deal professionally and courteously with the public and police personnel over the phone and police two-way radio.

Minimum GSU Hiring Standards

High school diploma or GED and one-year dispatcher experience, no felony convictions. Must be able to pass a thorough background investigation and take pre-employment drug screen. Prefer community service experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.