



## **Job Specification**

**Job Title: Public Safety Dispatcher I**

### **Georgia State University**

#### **General Description**

Performs entry level work in the police communications center. Work involves contact with all public safety officers, and involves following established policies and procedures.

#### **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.

#### **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 on the phone and police two-way radio.

#### **Minimum GSU Hiring Standards**

High school diploma or GED, no felony conviction. Must be able to pass thorough background investigation and take a pre-employment drug screen. Prefer six months dispatcher experience. 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.*

**Office of Human Resources    Classification Section**