

The Southern Baptist Theological Seminary



Position Description

Position Title: Campus Police Dispatcher

Department: Campus Police

Position Code: K0340

Date Prepared: 10/09/17

FLSA Status: Exempt Non-Exempt

Full Time: Yes No

JOB SUMMARY:

The Campus Police Dispatcher is a member of the Campus Police Department and reports to the Assistant Chief of Campus Police. The Campus Police Dispatcher monitors live feeds from 100+ CCTV cameras, 14 fire alarm systems, 12 security systems, and assists with the processing of on average 500 “calls for assistance” per month. The Campus Police Dispatcher is responsible for the Seminary’s answering service during evening/night shifts and weekends. The Campus Police Dispatcher determines the nature and severity of inbound calls for assistance and takes appropriate remedial action, including but not limited to, dispatching campus police officers to assist, contacting Louisville Metro services (emergency and others), providing verbal directions, etc.

ESSENTIAL JOB FUNCTIONS:

The employee in this position will have the following essential job functions:

- Responds to emergency/non-emergency calls via telephone, campus radio system, CCTV monitors, and walk-ins; evaluates information received or observed, prioritizes situations and dispatches appropriate assistance
- Communicates accurately and concisely with involved members of the campus police staff, outside agencies, members of the Seminary community, and the public at large as may be needed
- Monitors campus surveillance system and dispatches campus police officers as necessary, monitors campus police on patrol and provides backup assistance as may be appropriate
- Functions as the campus information representative after normal daily business hours and on weekends handling all phone calls and walk-in contacts
- Maintains accurate up-to-date logs of dispatch activity and “lost/found” property; utilizes restricted access to Jenzabar in performance of duties; maintains security/confidentiality of records and information, creates work orders upon request
- Maintains current working knowledge of CCTV system, departmental regulations, policies and procedures

Performs other duties as may be assigned by supervisor.

EDUCATION:

The person in this position will have a high school diploma or GED; some college or technical school education is preferred.

EXPERIENCE:

The person in this position should have some experience in dealing with the public and have demonstrable excellent "customer service" skills, must be computer literate.

SUPERVISION:

The person in this position will supervise no one.

The person in this position will report to the Assistant Chief of Police.

WORK ENVIRONMENT:

The person in this position will work in a normal office environment.

EQUIPMENT:

The person in this position will use the following equipment: computers with multiple software systems, multiple phone lines, CCTV monitors, numerous alarm systems and emergency documents, 2-way radios, ID card system (Shield Card), copier, fax, calculator, etc.