THE UNIVERSITY OF WYOMING
JOB DESCRIPTION

This is a description of a staff position at the University of Wyoming not a job opening announcement. Look for current job openings at the following link: UW Human Resources.

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Title: POLICE DISPATCHER, SENIOR

Reports To: Designated Supervisor

UW Job Code: 7250

UW Job Family: 42 – Senior Secretarial/Clerical

SOC Code: 43-5031

FLSA: Non-exempt

Pay Grade: 18

Date: 11-13-12

JOB PURPOSE:

Perform dispatching services and coordinate and train staff on dispatching services to inform and direct campus police patrol units to incidents requiring their attention; provide information to students, staff, faculty and the public. Assist with the Computer Aided Dispatch system, radio, and digital evidence system administration and internal IT support.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist with the software administration of the departmental Computer Aided Dispatch system.
- Train staff on the utilization of the system and perform compliance checks.
- Perform radio system maintenance (hardware, software and third-party coordination) and documentation, coordinating with local emergency responder agencies.
- Assist with digital evidence system hardware and software administration. Compile and process digital evidence requests, and processing.
- Receive and respond to emergency and informational telephone calls including 911 emergency lines, radiophone, telephone for the hearing impaired, and the University directory assistance console.
- Initiate and receive public safety radio traffic using a multi-band law enforcement network to dispatch police officers; monitor frequencies of the city, county, and state law enforcement agencies; maintain logs according to Federal Communications Commission regulations.
- Operate computer-aided dispatch system including maintaining officers' radio logs, typing case reports, and checking on property or criminal activity.
- Operate Teletype to enter or verify wanted people and property.
- Monitor alarm and video security systems.
- Maintain computerized records of auto registration permits and citations issued.
- Provide directory assistance and information to the public; assist with lost and found; provide weather information for emergency conditions.

- Receive and log warrants for county and city law enforcement agencies; issue warrants for University police officers' use.

SUPPLEMENTAL FUNCTIONS:

- Assist with departmental IT support.
- Receive radioactive material deliveries after normal work hours.
- Check weapons in and out for students; maintain records.
- Change tapes and clean the Dictaphone recording system.
- Maintain records including after-hour contact list, check-out sheets for keys and portable radios and daily activity log.

COMPETENCIES:

- Attention to Detail
- Judgment
- Integrity
- Work Prioritization & Management
- Quality Orientation
- Analysis/Problem Identification
- Stress Tolerance

MINIMUM QUALIFICATIONS:

Education: High School Diploma or GED

Experience: 2 years police dispatch experience

Required licensure, certification, registration or other requirements:

- Certification to operate a Teletype must be obtained within six months of employment.
- Must be certified through State of Wyoming every two years.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Campus Police Department and University policies and procedures.
- Planning and scheduling techniques.
- University policies and procedures.
- Data collection, report preparation, and statistical analysis.
- Computer programs and software in use in the department or area.
- Personnel training techniques.
- Campus building locations and general street layouts.
- Telephone consoles and related equipment.
- Fire and burglar alarm systems reporting.
- Radio dispatch regulations, procedures, protocols and/or equipment.

Skills and Abilities to:

- Effectively communicate, both verbally and in writing.
- Read and comprehend technical information relating to computers and computer software.
- Install, maintain, and configure software, hardware and peripherals.
- Advanced operation of computer programs and software in the department or area.
- Work as a team member and foster a cooperative work environment.
- Listen effectively and obtain accurate and detailed information.
- View multiple video monitors simultaneously.
- Operate communications equipment (multi-line telephones, base radio, computer terminals, and teletype equipment) quickly and accurately.
- Speak with a clear, well-modulated voice by phone and radio dispatching equipment while tactfully communicating with highly emotional callers.
- Work cooperatively with citizens, co-workers, sworn personnel, and other University, City and agency employees.
- Remain calm and exercise judgment in making decisions in emergency situations under heavy workloads.
- Determine priorities of emergencies.
- Maintain confidentiality and work under stressful conditions.
- Use a computer for technical and communication applications.
- Answer telephone and take messages.

WORKING CONDITIONS:

No major sources of discomfort; works in confined office environment.

Authorized by Classification/Compensation, Human Resources

Employees may be requested to perform job-related tasks other than those specifically presented in this description. Participating in the University's hazardous waste minimization program is part of the job of each employee who uses (or may come in contact with) hazardous materials. Fair Labor Standards Act (exempt/non-exempt) is designated by position. University of Wyoming actively supports Americans with Disabilities Act and will consider reasonable accommodations.