



# Staff JOB DESCRIPTION

Form: HRF5005, Ver. 1, Revised 08/10/2018

DATE:	10/11/2018	POSITION #:	FS9661
JOB TITLE:	FT Night Dispatcher		
DIVISION:	Administrative Services		
DEPARTMENT:	Police and Parking		
PAY TABLE/LEVEL/GRADE:	3	REPORTS TO:	FA9607

**STATUS:** Please click the appropriate boxes that apply.

- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Regular/Continuing          | <input type="checkbox"/> Temporary/Limited Duration   | <input checked="" type="checkbox"/> Full-Time (40 hrs/wk) |
| <input checked="" type="checkbox"/> Bargaining Unit: <u>ESP</u> | <input checked="" type="checkbox"/> Individual Position                                     | <input type="checkbox"/> Part-Time: _____ Hours/Week      |
| <input type="checkbox"/> Non-Bargaining                         | <input type="checkbox"/> Pooled Position: _____ No. of Employee if this position is pooled. |   |
| <input type="checkbox"/> Provisional/Grant Funded               |   |   |

**JOB SUMMARY**

This position will perform **night-shift dispatch duties 2300 hours to 0700 hours**, providing leadership to all Intermediate Officers and Auxiliary Officers, and assist Dispatch Operations Manager in updating, coordinating and maintaining all dispatch records and functions.

**DIRECT REPORTS:**

**Direct Report(s):** *Click here to enter position numbers. Use comma to separate*

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

%	No	Essential Duties and Responsibilities
<u>50</u>	1	Fulfill the duties as night shift leader, including but not limited to: monitor camera system, track weather radar, receiving customers via walk-ins and telephone, scan and archive reports, data enter tickets issued by officers into the SRMS CAD system, scan and archive tickets and ensure hard copies are delivered to the City of Lansing in a timely manner; ensure all College buildings are secured at the end of business day; ensure flashlights, radios, battery jump kits and lock out tools are in proper working order.
<u>30</u>	2	Indirect Supervision of (7) Dispatcher/Intermediates and (11) Auxiliary Officers, including but not limited to: train existing and future newly hired dispatchers/auxiliary officers, as well as on-going professional development training with dispatch and cadet auxiliary officer staff.
<u>10</u>	3	Assist Dispatch Operations Manager in all dispatch functions and activities, including but not limited to: developing training programs for dispatch equipment, software and operation procedures, update existing records, manuals and procedures; maintain and account for records and equipment.

<u>5</u>	4	Assist Dispatch Operations Manager in processing Lost and Found items by making contact with owner when possible to have item returned, disburse unclaimed items after (2) semesters to various Lansing Community College departments and non-profit organizations.
<u>5</u>	5	Assist Dispatch Operations Manager in checking and monitoring all LCC fire extinguishers. Perform monthly checks and document all findings. Ensure the fire extinguishers are kept up to date and meet at least the minimum state requirements. Provide data monthly to Dispatch Operations Manager.

## CORE COMPETENCIES.

### Ethics & Integrity

Maintain high ethical standards. Earns others' trust and respect through consistent honesty and professionalism in all interactions. Keeps promises and commitments made to others. Does the right thing, even when it is difficult. Does not yield to pressure to show bias or manipulate others. Does not misrepresent self or use position or authority for personal gain. Respects the opinions and assessments of others. Maintains confidentiality. Communicates truthfully.

### Stress Management

Maintains composure in stressful or adverse situations by: handling workloads, competing demands, changing assignments, interruptions, and distractions with a positive attitude.

### Accountability & Dependability

Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight by: showing up to work on time, and follows instructions, policies, and procedures; meeting productivity standards, deadlines, and work schedules. Acknowledges responsibility for mistakes and takes appropriate steps to make correction when appropriate. Meets expectations without making excuses. If problems arise with co-workers, address the issues promptly with the supervisor's assistance when appropriate. Extensive knowledge of campus buildings and where to direct students to receive assistance for general college business.

### Decision Making & Judgment

Makes timely, informed decisions that take into account the facts, goals, constraints, and risks. Finds solutions that are acceptable to diverse groups with conflicting interests and needs. Weighs the pros and cons of each option before making a decision and moving forward.

### Teamwork

Promotes cooperation and commitment within a team to achieve goals and deliverables. Praises the team and its achievement to others. Encourages team unity through sharing information or expertise, working together to solve problems, and putting team success first. Helps remove barriers to team productivity and success.

### Attention to Detail

Diligently attends to details and pursues quality in accomplishing tasks by: performing tasks thoroughly with care; checking work to ensure completeness; remaining aware and taking care of details that are easy to overlook or dismiss as insignificant.

**Knowledge:** Extensive knowledge of campus buildings and where to direct students to receive assistance for general college business. Knowledge of Police and Emergency Management and Safety Services Departments' operational processes. Knowledge of SRMS Computer Aided Dispatch computer systems.

**Skills:** Excellent articulate, verbal communications ability, both over the telephone and radio. Be able to communicate well with other Department and College employees, particularly regarding issues that may impact duties performed by other employees. Have excellent customer service skills, strong communication skills, including empathetic listening and correct English usage and grammar.

**Abilities:** Ability to develop and maintain a working relationship with other College departments, particularly regarding alarmed areas, special events, and other campus activities. Be able to quickly use good judgment in making decisions and taking actions in critical emergency situations. Be able to identify problems needing to be solved and processes needing improvement and implement necessary interventions. Be able to coordinate multiple tasks and prioritize one's own activities, as well as multiple officers in the field. Be able to manage other people, utilizing balanced leadership skills of supervision and instruction. Be able to delegate tasks effectively to other dispatch shifts. Be able to maintain confidentiality. Be self-motivated worker, able to identify tasks needing attention. Display a commitment to excellence in service to the campus community.

**EDUCATIONAL/EXPERIENCE REQUIREMENTS:**

**Required**

- No criminal record.
- Valid driver's license, no more than 6 points – and meet any other requirements to be a College authorized driver

**Preferred**

- Associate's Degree or comparable experience.
- Previous campus law enforcement dispatch experience preferred.

**PHYSICAL AND MENTAL REQUIREMENTS:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position's functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.**

**WORK ENVIRONMENT:** Complete the work environment characteristics on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.**

<b>Supervisor's Name</b>	Kristy R. DeRosia	<b>Supervisor's Signature*</b>		<b>Date</b>	
<b>Dean/ELT's Name</b>	Chis MacKersie	<b>Dean/ELT's Signature</b>		<b>Date</b>	
<i>Note: Signature means approval, otherwise return for signatures.</i>					
<b>Human Resources Rep.</b>	<u>Sydney Glasscoe</u>	<b>HR Rep Signature</b>		<b>Date</b>	<u>10/18/18</u>
<i>Note: Position description to be reviewed annually, upon posting or transfer of person or position.</i>					

# Lansing Community College

# ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form . Fill in more information as needed that apply to the essential job duties of the attached job description.

**Position #:** FS9661

**Date:** 10/12/2018

**Supervisor's Position #:** FA9607

## Materials Used:

### Standard Office Equipment:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Computer keyboard, mouse, screen (either desktop or laptop)            | <input checked="" type="checkbox"/> Paper and Pencil/pen           |
| <input checked="" type="checkbox"/> Various software (spreadsheet, word-processing, web-base, other media) | <input type="checkbox"/> Projector and Screen                      |
| <input checked="" type="checkbox"/> Telephone, blackberry, fax   | <input checked="" type="checkbox"/> Copier, collator, reproduction |

Others, please list:

### Standard Trades Equipment:

- |                                    |                                     |                                   |
|------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Electrical | <input type="checkbox"/> Plumbing |
|------------------------------------|-------------------------------------|-----------------------------------|

Others repair/maintenance tools, please list:

### Mental Functions:

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Comparing (compare/contrast data, people, things)                   | <input checked="" type="checkbox"/> Copying (entering, posting, transcribing data)   |
| <input type="checkbox"/> Synthesizing (combine data, concepts, interpretations)                         | <input type="checkbox"/> Analyzing (examine, test data, present alternative actions) |
| <input checked="" type="checkbox"/> Computing (math calculations or carrying out formula operations)    |  |
| <input checked="" type="checkbox"/> Compiling (gathering, classifying, evaluating data, people, things) |  |

### Auditory Functions:

- Talking (express ideas, thoughts, languages, conveying details, accurately, loudly, quickly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference e.g. running machines, other people)

### Visionary Functions:

- Near acuity (at 20 inches or less when minute accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)
- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up-down and right-left)

### Smell and Tasting Functions:

- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

### Movement, Strength, Repetition Functions:

- |  |                                   |  |  |                                    |
|--|-----------------------------------|--|--|------------------------------------|
| <input type="checkbox"/> Climbing            | <input type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Reaching | <input type="checkbox"/> Balancing                             | <input type="checkbox"/> Crouching |
| <input checked="" type="checkbox"/> Grasping | <input type="checkbox"/> Stooping | <input type="checkbox"/> Crawling            | <input checked="" type="checkbox"/> Picking/Typing/Keyboarding |                                    |
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of the time)
  - Light (exert up to 20 lbs of force to lift, carry, push, pull, move object; walk/stand occasionally)
  - Medium (exert 21-50 lbs of force, walk/stand frequently)
  - Heavy (exert 51-100 lbs of force, walk/stand routinely)
  - Very Heavy (exert over 100 lbs of force, walk/stand routinely)

### Environmental Conditions:

- |   |  |
|---|--|
| <input type="checkbox"/> Weather (rain, snow, wind)     | <input type="checkbox"/> Vibrations  |
| <input type="checkbox"/> Extreme cold (inside, outside) | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens,                          |
| <input type="checkbox"/> Extreme heat (inside, outside) | <input type="checkbox"/> Extreme noises  |
| <input type="checkbox"/> Confined/restricted spaces     | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock) |



# Staff JOB DESCRIPTION

Form: HRF5005, Ver. 1, Revised 08/10/2018

DATE:	10/11/2018	POSITION #:	FS9710
JOB TITLE:	FT Evening Dispatcher		
DIVISION:	Administrative Services		
DEPARTMENT :	Police and Parking		
PAY TABLE/LEVEL/GRADE:	3	REPORTS TO:	FA9607

**STATUS:** *Please click the appropriate boxes that apply.*

- |   |   |   |
|---|---|---|
| <input checked="" type="checkbox"/> Regular/Continuing          | <input type="checkbox"/> Temporary/Limited Duration     | <input checked="" type="checkbox"/> Full-Time (40 hrs/wk) |
| <input checked="" type="checkbox"/> Bargaining Unit: <u>ESP</u> | <input checked="" type="checkbox"/> Individual Position | <input type="checkbox"/> Part-Time: _____ Hours/Week      |
| <input type="checkbox"/> Non-Bargaining                         | <input type="checkbox"/> Pooled Position:               |   |
| <input type="checkbox"/> Provisional/Grant Funded               | _____ No. of Employee if this position is pooled.       |   |

**JOB SUMMARY**

This position will perform afternoon-shift dispatch duties, providing leadership to all Intermediate Officers and Auxiliary Officers, and assist Dispatch Operations Manager in updating, coordinating and maintaining all dispatch records and functions.

**DIRECT REPORTS:**

<b>Direct Report(s):</b>	<i>Click here to enter position numbers. Use comma to separate</i>
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**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

%	No.	Essential Duties and Responsibilities
<u>50</u>	1	Fulfill the duties as afternoon shift leader, including but not limited to: monitor camera system, track weather radar, receiving customers via walk-ins and telephone, scan and archive police reports, data enter tickets issued by officers into the SRMS CAD system, scan and archive tickets and ensure hard copies are delivered to the City of Lansing in a timely manner; ensure all College buildings are secured at the end of business day; ensure flashlights, radios, battery jump kits and lock out tools are in proper working order.
<u>30</u>	2	Indirect Supervision of (7) Dispatcher/Intermediates and (11) Auxiliary Officers, including but not limited to: train existing and future newly hired dispatchers/auxiliary officers, as well as on-going professional development training with dispatch and cadet auxiliary officer staff.

<u>10</u>	3	Assist Dispatch Operations Manager in all dispatch functions and activities, including but not limited to: developing training programs for dispatch equipment, software and operation procedures, update existing records, manuals and procedures; maintain and account for records and equipment.
<u>5</u>	4	Assist Dispatch Operations Manager in processing Lost and Found items by making contact with owner when possible to have item returned, disburse unclaimed items after (2) semesters to various Lansing Community College departments and non-profit organizations.
<u>5</u>	5	Assist Dispatch Operations Manager in checking and filling all LCC first-aid kits. Keep documentation on each kit and the contents. Ensure the supplies are kept up to date and meet at least the minimum state requirements. Process the supply order 2 times a month.

## **CORE COMPETENCIES.**

### **Ethics & Integrity**

Maintain high ethical standards. Earns others' trust and respect through consistent honesty and professionalism in all interactions. Keeps promises and commitments made to others. Does the right thing, even when it is difficult. Does not yield to pressure to show bias or manipulate others. Does not misrepresent self or use position or authority for personal gain. Respects the opinions and assessments of others. Maintains confidentiality. Communicates truthfully.

### **Stress Management**

Maintains composure in stressful or adverse situations by: handling workloads, competing demands, changing assignments, interruptions, and distractions with a positive attitude.

### **Accountability & Dependability**

Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight by: showing up to work on time, and follows instructions, policies, and procedures; meeting productivity standards, deadlines, and work schedules. Acknowledges responsibility for mistakes and takes appropriate steps to make correction when appropriate. Meets expectations without making excuses. If problems arise with co-workers, address the issues promptly with the supervisor's assistance when appropriate. Extensive knowledge of campus buildings and where to direct students to receive assistance for general college business.

### **Decision Making & Judgment**

Makes timely, informed decisions that take into account the facts, goals, constraints, and risks. Finds solutions that are acceptable to diverse groups with conflicting interests and needs. Weighs the pros and cons of each option before making a decision and moving forward.

### **Teamwork**

Promotes cooperation and commitment within a team to achieve goals and deliverables. Praises the team and its achievement to others. Encourages team unity through sharing information or expertise, working together to solve problems, and putting team success first. Helps remove barriers to team productivity and success.

### **Attention to Detail**

Diligently attends to details and pursues quality in accomplishing tasks by: performing tasks thoroughly with care; checking work to ensure completeness; remaining aware and taking care of details that are easy to overlook or dismiss as insignificant.

**Knowledge:** Extensive knowledge of campus buildings and where to direct students to receive assistance for general college business. Knowledge of Police and Emergency Management and Safety Services Departments’ operational processes. Knowledge of SRMS Computer Aided Dispatch computer systems.

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**Abilities:** Ability to develop and maintain a working relationship with other College departments, particularly regarding alarmed areas, special events, and other campus activities. Be able to quickly use good judgment in making decisions and taking actions in critical emergency situations. Be able to identify problems needing to be solved and processes needing improvement and implement necessary interventions. Be able to coordinate multiple tasks and prioritize one’s own activities, as well as multiple officers in the field. Be able to manage other people, utilizing balanced leadership skills of supervision and instruction. Be able to delegate tasks effectively to other dispatch shifts. Be able to maintain confidentiality. Be self-motivated worker, able to identify tasks needing attention. Display a commitment to excellence in service to the campus community.

**EDUCATIONAL/EXPERIENCE REQUIREMENTS:**

**Required**

- No criminal record.
- Valid driver’s license, no more than 6 points – and meet any other requirements to be a College authorized driver

**Preferred**

- Associate’s Degree or comparable experience.
- Previous campus law enforcement dispatch experience preferred.

**PHYSICAL AND MENTAL REQUIREMENTS:** *Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

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<b>Supervisor’s Name</b>	Kristy R. DeRosia	<b>Supervisor’s Signature*</b>	<b>Date</b>
<b>Dean/ELT’s Name</b>	Chis MacKersie	<b>Dean/ELT’s Signature</b>	<b>Date</b>
<i>Note: Signature means approval, otherwise return for signatures.</i>			

<b>Human Resources Rep.</b>	<b><u>Sydney Glasscoe</u></b>	<b>HR Rep Signature</b>	<i>Sydney Glasscoe</i>	<b>Date</b>	<b><u>10/18/18</u></b>
<i>Note: Position description to be reviewed annually, upon posting or transfer of person or position.</i>					

# Lansing Community College

# ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form. Fill in more information as needed that apply to the essential job duties of the attached job description.

Position #: **FS9710**

Date: **10/11/2018**

Supervisor's Position #: **FA9607**

## Materials Used:

### Standard Office Equipment:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Computer keyboard, mouse, screen (either desktop or laptop)            | <input checked="" type="checkbox"/> Paper and Pencil/pen           |
| <input checked="" type="checkbox"/> Various software (spreadsheet, word-processing, web-base, other media) | <input type="checkbox"/> Projector and Screen                      |
| <input checked="" type="checkbox"/> Telephone, blackberry, fax   | <input checked="" type="checkbox"/> Copier, collator, reproduction |

Others, please list:

### Standard Trades Equipment:

- |                                    |                                     |                                   |
|------------------------------------|-------------------------------------|-----------------------------------|
| <input type="checkbox"/> Carpentry | <input type="checkbox"/> Electrical | <input type="checkbox"/> Plumbing |
|------------------------------------|-------------------------------------|-----------------------------------|

Others repair/maintenance tools, please list:

### Mental Functions:

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> Comparing (compare/contrast data, people, things)                   | <input checked="" type="checkbox"/> Copying (entering, posting, transcribing data)   |
| <input type="checkbox"/> Synthesizing (combine data, concepts, interpretations)                         | <input type="checkbox"/> Analyzing (examine, test data, present alternative actions) |
| <input checked="" type="checkbox"/> Computing (math calculations or carrying out formula operations)    |  |
| <input checked="" type="checkbox"/> Compiling (gathering, classifying, evaluating data, people, things) |  |

### Auditory Functions:

- Talking (express ideas, thoughts, languages, conveying details, accurately, loudly, quickly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference e.g. running machines, other people)

### Visionary Functions:

- Near acuity (at 20 inches or less when minute accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)
- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up-down and right-left)

### Smell and Tasting Functions:

- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

### Movement, Strength, Repetition Functions:

- |  |                                   |  |  |                                    |
|--|-----------------------------------|--|--|------------------------------------|
| <input type="checkbox"/> Climbing            | <input type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Reaching | <input type="checkbox"/> Balancing                             | <input type="checkbox"/> Crouching |
| <input checked="" type="checkbox"/> Grasping | <input type="checkbox"/> Stooping | <input type="checkbox"/> Crawling            | <input checked="" type="checkbox"/> Picking/Typing/Keyboarding |                                    |
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of the time)
  - Light (exert up to 20 lbs of force to lift, carry, push, pull, move object; walk/stand occasionally)
  - Medium (exert 21-50 lbs of force, walk/stand frequently)
  - Heavy (exert 51-100 lbs of force, walk/stand routinely)
  - Very Heavy (exert over 100 lbs of force, walk/stand routinely)

### Environmental Conditions:

- |   |  |
|---|--|
| <input type="checkbox"/> Weather (rain, snow, wind)     | <input type="checkbox"/> Vibrations  |
| <input type="checkbox"/> Extreme cold (inside, outside) | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens,                          |
| <input type="checkbox"/> Extreme heat (inside, outside) | <input type="checkbox"/> Extreme noises  |
| <input type="checkbox"/> Confined/restricted spaces     | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock) |