



Staff Job Description

DATE	POSITION #	POSITION TITLE
8/5/2019	PS9975 (5 employees pooled), PS9871, PS9908	Dispatcher/Intermediate Officer

DIVISION	DEPARTMENT	PAY TABLE/LEVEL/GRADE	REPORTS TO:
Administrative Services	Police & Parking	Paraprofessional 3	FA9607

STATUS: Please select the appropriate boxes that apply.

Regular/Continuing: <input checked="" type="checkbox"/>	Bargaining Unit: PTCTU	Non-Bargaining: <input type="checkbox"/>	Provisional/Grant Funded: <input type="checkbox"/>	Temporary/Limited Duration: <input type="checkbox"/>
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Individual Position: <input type="checkbox"/>	Full-Time (40 hrs/wk): <input type="checkbox"/>	Part-Time: <input checked="" type="checkbox"/> _28_ Hrs/Week	Pooled Position: <input checked="" type="checkbox"/>	3 # of Employees if this position is pooled.
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JOB SUMMARY: This section should summarize the overall purpose ("mission") of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.

The Dispatch/Intermediate Officer is an essential and crucial part of the law enforcement team. The Dispatch/Intermediate Officers provide leadership to Cadet Officers. They are responsible for responding to radio/telephone inquiries from public safety personnel and the general public concerning complaints, emergency situations, and criminal activity. They supply critical and crucial services for their day to day operation and coordinates deployment of emergency personnel and equipment during crisis situations. The Dispatch/Intermediate Officer engages in limited enforcement activities; providing visible uniformed foot patrol and community policing activities on campus; have responsibility to monitor life safety systems; respond to emergency situations; conduct property protection activities, such as building checks during and after College hours of operation.

DIRECT REPORTS: If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised).

Type here

ESSENTIAL DUTIES AND RESPONSIBILITIES: Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). "Other duties, as assigned," are implicit in all position descriptions.

%	NO.	Essential Duties and Responsibilities
20	1	Life Safety: provide security/safety escorts to students and employees; respond to fire alarms, assisting with building evacuations and checking for disabled persons in stairwells; provide basic first aid services, as well as CPR/AED; monitor weather conditions; initiate as necessary the College's Operation Snowfall procedure (for clearing of parking lots and walk ways of ice and snow) and initiate Operation Snowflake (procedure for closing campus due to inclement weather); delivery of emergency messages to students on campus; assist with ice melt spreading during hours the Site Services Department is not on campus; respond to emergency call-box calls.
20	2	Dispatch: answer 911 emergency calls (i.e. crimes, illness, injury, hazmat, bomb threats); handle calls for other campus departments, especially during off hours (i.e. Facilities, Media, ITS Help Desk, Information Center, various academic offices); monitor campus camera system; monitor fire alarm system, dispatch resources appropriately for trouble indications and fire alarms; monitor door security alarms; monitor Cash Operations robbery alarms; monitor weather radar, as well as weather watches and warnings, initiate emergency procedures during inclement weather; monitor Physical Plant building engineering alarms (i.e. temperature extreme alarms, steam pressure alarms, water flow alarms) and dispatch appropriate resources to address each type of building system emergency; check out/in various College keys to contractors, vendors, and College employees; check out/in money change boxes for various College departments; issue vending machine refunds on behalf of Continental Canteen; handle walk-in requests for service; answer telephone non-emergency telephones; monitor Dispatch Center email account for requests for service; look up students on Banner for emergency message deliveries; contact wreckers for emergencies, motorist assists and arrests; maintain knowledge of a wide variety of reference materials, i.e. authorized access lists, emergency procedures for PPSD and many other College departments, campus building floor plans, emergency telephone numbers, emergency exits and shelter areas, building addresses, division and department office locations.
20	3	Property Protection: unlock and lock buildings using the Access Control System; conduct building checks to ensure interior and exterior doors are secured; conduct special security checks in areas experiencing vandalism or other problems; assist with surveillances to catch persons stealing purses, backpacks, bicycles, or other property; process lost and found property, attempting to return items to the owner, if possible; conduct weekly security alarm system checks to ensure all alarm points on campus are functioning properly; conduct weekly tests of emergency call boxes to ensure proper operation. Assist with checking fire extinguishers, first-aid kits and AED's
15	4	Community Policing: perform visible, uniformed foot patrol on campus; monitor campus areas for safety hazards and contact appropriate resources to address them when found; look for suspicious persons, items and situations, and notify the on-duty police officer; look for damage to college property and contact police officers and/or Facilities Department for appropriate documentation and repairs; report doors and windows found unsecured; utilize the Facilities work request system to report non-emergency repair needs; provide general information to students and employees, such as directions, or information about campus events; conduct welfare checks for employees or students working in secluded areas on campus during evenings and weekends; build positive working relationships with students and employees.
10	5	Service: provide lockouts to retrieve keys locked in cars; provide car battery jumps; unlock doors (classrooms, offices); issue keys; provide delivery service on-campus of sensitive materials; assist with traffic control on campus; assist disabled persons (i.e., blind persons, wheelchair bound persons) from place to place on campus; monitor parking areas, conduct counts in parking lots and parking ramp to ensure accurate available space counts
10	6	Enforcement: conduct parking enforcement, issuing written warnings or tickets as appropriate; assist the police officers with various enforcement activities as needed; assist safety officer with safety enforcement as needed.
5	7	Training Others: conduct on-the-job field training of newly hired Auxiliary Officers; train newly hired Dispatch/Intermediate Officers.



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CORE COMPETENCIES: Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.

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.

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.

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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: Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.

Required

- Must be High School graduate, or have equivalent GED.
- Must have a valid driver's license and a clear driving record (minor traffic violation citations do not necessarily preclude employment, but are evaluated on a case by case basis).
- Must have excellent verbal and written communication skills.
- Must have excellent customer service skills.
- Previous work history background check is verified during a pre-employment background check. Problems at a previous employer will be evaluated on a case by case basis to determine eligibility for hire with Police and Public Safety.
- Required on the job training once hired: Sexual Harassment; Bloodborne Pathogens; Right to Know (MSDS); Basic First Aid; CPR/AED; fire alarm system; security alarm system (control alarm points, remote locking/unlocking of doors); Banner Student; Banner Self-Service; SMART CAD dispatch software; radio procedures, codes, badge numbers, radio call numbers, and the Lansing Police radio system; knowledge of buildings, streets, lots, compass directions
- A working knowledge of the Police and Public Safety Department's operation and the general operation of the College.
- Prior Auxiliary Officer or similar experience.

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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WORK ENVIRONMENT: Complete the work environment characteristic 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

SIGNATURES

Supervisor's Name: Kristy DeRosia

Supervisor's Signature: *Kristy DeRosia* Date: 8/5/19

Dean/ELT's Name: Chris MacKersie

Dean/ELT's Signature: *Chris MacKersie* Date: 8/5/19

HR Rep: Sydney Glasscoe

HR Rep Signature: *Sydney Glasscoe* Date: 8/5/19

ADA COMPLIANCE JOB DESCRIPTION CHECKLIST *(The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to eh essential job duties for the attached job description.)*

Position #: PS9975 (5 employees are pooled), PS9871, PS9908 **Date:** 3/1/2019 **Supervisor's Position #:** FA9607

Materials Used:

- Computer keyboard, mouse, screen
- Various software
- Telephone, cell phone, mobile device
- Paper and pencil/pen
- Projector or other audiovisual equipment
- Copier, scanner, fax
- Carpentry equipment
- Electrical equipment
- Plumbing equipment
- Other: Click or tap here to enter text.

Mental Functions:

- Comparing (compare/contrast data, people, other data)
- Synthesizing (combine data, concepts, interpretations)
- Computing (math calculations or carrying out formula operations)
- Compiling (gathering, classifying, evaluating data, people, other data)
- Copying (entering, posting, transcribing data)
- Analyzing (examining, testing data, presenting alternatives)

Audio/Visual/Aural Functions:

- Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference)
- Near acuity (at 20 inches or less when 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)



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- Field of vision (up/down and right/left)
- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

Movement, Strength, Repetition Functions:

- Climbing
- Kneeling
- Reaching
- Balancing
- Crouching
- Grasping
- Stooping
- Crawling
- Picking/Typing/Keyboarding
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)
- Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; 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

- Weather (rain, snow, wind)
- Extreme cold (inside, outside)
- Extreme heat (inside, outside)
- Confined/restricted spaces
- Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)
- Vibrations
- Extreme noises