



Amherst College

Office of Human Resources

JOB DESCRIPTION

Title: Dispatcher (Casual Position, No Benefits)

Department: Campus Police Reports to title: Deputy Chief of Police

Full Time: _____ Part Time: X Date Prepared: 10/25/2017

Position Grade: _____ Regular Daily Work Schedule: varies to _____

Pay Type: Weekly X Monthly _____ Months Per Year: _____ Hours Per Week: _____

(Summer Months) Months Per Year: _____ Hours Per Week: _____

1. Summary of Position:

Adhering to the principals of community policing and community oriented problem solving, the Dispatcher provides initial point of contact for emergency response to criminal activity, fires, medicals, fire alarms, and intrusion alarms. The Dispatcher also provides community service as the college's operator.

The Dispatcher position is considered an essential position meaning the employee is expected to report to work even if the College is closed for weather related or other reasons. Some overtime, weekend, and occasional shift change work is required. Due to the nature of the position, must respond to emergencies as needed.

Takes appropriate actions to support a diverse workforce and participates in the College's efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

65% Public Safety Dispatcher

Answers five emergency lines, four Police business lines, multiple college operator lines, and the direct line to the Amherst Police and Fire Departments. Collects information from calling parties as well as walk-ins to the station in a timely manner and disseminates that information to the appropriate entities i.e. Police, ACEMS, Safe RIDE, Environmental Health and Safety, Amherst Fire, Facilities, Office of Student Affairs or any other office on campus.

Utilizes the National Crime Information Center and Criminal Justice Information System to respond to requests for information from on-duty police officers, e.g. license, warrant, and criminal history checks.

Monitors fire, intrusion, panic, and other alarms. Monitors cameras on campus.

Activates the college's emergency mass notification system as directed by a ranking officer.

Provides emergency instructions, calls in personnel afterhours, and supports and assists the community as a whole in a supportive and professional manner.

Records details in the Automated Record Management System (ARMS) database. The Police Department uses information stored in this system to comply with the state law on Public Police Logs, to keep the administration of the College informed of police department activity, to create records of crime and prosecute criminal cases, and to compile statistics for the Federal Clery Compliance document. This information is often highly confidential, and sensitive in nature and protected by law.

30 % Administrative Support

Operator: Answers the Amherst College external published general phone line.

Directs visitors and callers to the many diverse events on campus. Utilize the Event Management System (EMS) program to access room reservation and function schedules to provide accurate information.

Pool Vehicles: Verifies the prescheduled use of the Pool Vehicles, ensuring the driver is credentialed and has been authorized to operate a Pool Vehicle utilizing the Event Management System (EMS) scheduling software and the Five College Credentialing site.

Access Control Buildings: Assists authorized contractors and staff in getting keys. They also are a key link in the One Card system issuing temporary identification, controlling access upon direction of a police officer.

Parking: Issues parking permits to student, faculty, staff, contractors, and visitors.

5% Performs other duties/functions as requested.

All employees are expected to participate in the College's efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

- Frequently interacts with students, faculty, staff, alumni, and visitors.
 - Establishes and maintains effective working relationships with associates, staff, public officials, civic and community groups, and the general public
 - Written documentation is used for criminal court prosecution, student disciplinary process, and incident management.
 - Interacts with local, state, and federal public safety representatives.
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4. Education: (include certifications and licenses)

Required: High School Diploma or Equivalent

Preferred: Associate's Degree

5. Experience: (List specific skills necessary to perform this job)

Required:

- Related experience in law enforcement, security, or dispatching
- Proficient in Microsoft Office and ability to learn new software programs
- Attention to detail
- Strong problem-solving and time management skills, as well as the ability to multi-task
- Demonstrated interpersonal, and written and verbal communication skills, as well as exercise diplomacy, and function efficiently under extreme conditions
- Requires sensitivity to issues of confidentiality
- Commitment to, experience with, and/or ability to work effectively with a broad spectrum of individuals from a variety of diverse backgrounds

Preferred:

6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

Constant repetitive motions including fingers, hands and wrists. Lift, carry, push and pull up to 10 lbs. (limited more than 15 lbs. but less than 35 lbs.) Visual – normal communication.

7. Decision Making:

- Makes decisions based on training, legal standards, and department policy.
 - Decisions have a high impact of error in terms of life safety and civil liability.
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8. Supervision Exercised/Received:

Receives moderate supervision from a sergeant or deputy chief.

Supervisory Responsibility: Yes _____ No X

Number of Employees Supervised: _____

