

DISPATCHER

Position Information

Full-time permanent (probationary) position.

Salary Range

Dispatcher I: \$3,055 - \$4,584 mo.

Dispatcher II: \$3,467 - \$5,201 mo.

Commensurate with knowledge, skills, and abilities.

Responsibilities

The incumbent will provide dispatch communications and records maintenance for the Public Safety department. Maintain effective and efficient communications between campus law enforcement headquarters, campus police officers in the field, outside emergency and law enforcement agencies, and the public. Receive and respond to emergency and routine calls. Use the police radio systems to dispatch accordingly. Input and retrieve data on the automated/computerized dispatch system. Prepare various forms and reports.

Knowledge, Skills & Abilities

Working knowledge of legal codes, requirements, procedures and techniques for receiving complaints and calls for service and for dispatching and communicating with campus officers in the field. Working knowledge of public safety-related agencies and the respective communication protocols. Working knowledge of geographical layout and ability to read maps and floor plans to provide directions to officers in the field. Ability to effectively use a phonetic alphabet, speak clearly and concisely, follow oral and written instructions, transfer information accurately, handle a wide range of interpersonal interactions effectively, and learn the use of applicable automated dispatch and law enforcement systems and databases. Ability to provide clear and concise verbal directions and effectively converse using police radio systems. Ability to independently respond and act quickly. Ability to accurately evaluate information and situations. Ability to make appropriate decisions in emergency situations. Ability to present and summarize information in a variety of written formats, using clear and concise language. Ability to establish and maintain effective working relationships, interact with all members of the campus community and general public, and maintain composure in highly stressful situations or when dealing with difficult individuals. Ability to maintain the confidentiality of sensitive information.

Experience and Education

High school diploma or equivalent and one year of verifiable experience using a switchboard and two-way radio communication system in a law enforcement or comparable agency within the last ten years.

Specialized Requirements

Original typing certificate required prior to hire demonstrating the ability to type 30 wpm. Ability to work overtime, on-call, weekends, evenings, and rotating shifts. Candidates must have completed or be able to attend and successfully complete the Police Officers Standards and Training (P.O.S.T.) Dispatcher Course. Candidates who, upon hire, do not possess a P.O.S.T. Dispatcher Certificate will also be required to pass a written test related to essential dispatching skills. Additionally, candidates must successfully pass supplemental requirements, including a background check, physical and psychological examinations, and drug testing. Candidates will wear a uniform.

Specialized Skills

Graduation from a certified P.O.S.T. Dispatcher Training preferred.

Application Procedures

To apply for this position, please click on the "Apply Now" button on this page. You must submit your application by clicking on the "Submit" button. Review of applications will begin Monday, February 26, 2007, and position will remain open until filled. If you need assistance completing your application there are instructions available on line at <http://bfa.sdsu.edu/ps/bulletin.html>. Applicants with disabilities requiring special attention and/or interview arrangements may call (619)594-7099. EM

Equal Employment Opportunity

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PERSONS ON THE BASIS OF RACE, RELIGION, NATIONAL ORIGIN, SEXUAL ORIENTATION,
GENDER, MARITAL STATUS, AGE, DISABILITY OR VETERANS STATUS.