



## **Police Dispatcher**

### **JOB CLASSIFICATION**

Pay grade level: Grade 10

Compensation: \$36,693 - \$50,452 (commensurate with education and experience)

Employee category: Staff

Department: College Police

Reports to: Chief of Police

FLSA status: Non-Exempt

Job Code: FF025FTNDISP

Location: Primarily Main Campus; other college locations as required

### **SUMMARY**

The Dispatcher maintains communications on the police radio system, dispatches officers on calls, inputs all activity into the CAD system, acts as liaison between the public and officers, works with a variety of reports and activity logs, maintains the front desk (public access) for the police department, and works with all of the computer systems within the police department as needed. This position will be responsible for delivering messages between officers in the field, other emergency personnel, and command staff to ensure coordinated response and communication during incidents. To accomplish these tasks the Dispatcher works closely with the staff of the KCKCC Police Department

### **POSITION DESCRIPTION**

- Answer phones and walk-in requests for police department services, enter these requests into Computer Aided Dispatch module in Tyler Technologies Records Management System. Dispatch officers and other personnel as appropriate and maintain appropriate records in the records management system.
- Monitor Kansas City Kansas Police Department (KCKPD) radio frequency for events occurring in and around campus that may require response. When relevant incidents are identified, the dispatcher notifies and dispatches KCKCC officers to the appropriate locations to provide assistance or maintain campus safety
- Monitor campus fire system, disable and enable alarm points and dispatch College Police, Fire and EMS personnel as needed.
- Operate Keystone key inventory software, issue and return keys in the software.
- Send emergency text messages through Rave Campus Messenger software.
- Operate Avigilon Access Control Manager system and Avigilon Camera system to include granting access to doors, locking and unlocking card readers, using "Door Buddy" control system, and monitoring and maintaining camera system.
- Observes, reports, and investigates reports of suspicious vehicles, people, or activities at any KCKCC location with the aptitude to complete clear, concise, and accurate incident reports and other documentation. Enforces college regulations pertaining to all day and evening activities.
- Monitors and maintains security at special events.
- Interacts with students, staff, faculty, visitors, local police officers/ emergency personnel in a positive and professional manner; communicate effectively, while using tact, discretion, and courtesy even in stressful situations.
- Perform other duties as assigned by the Chief of Police or their designee.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- Ability to maintain strict confidentiality regarding Law Enforcement and College information.
- Thorough knowledge of both College and Departmental policies and procedures.
- Knowledge of campus buildings and grounds.

- Operational knowledge of report writing, computer aided-dispatch, fire, camera, and door access computer systems used by College Police.
- Proficiency in Microsoft Office.
- Strong multi-tasking skills.
- Ability to handle high-stress situations.
- Strong communication skills.
- Knowledge of best practices in dispatching.

#### **MINIMUM QUALIFICATIONS**

- High school diploma or GED equivalent.
- One (1) year experience as a dispatcher.
- Must have a valid driver's license and a clear motor vehicle record.
- Experience using Microsoft Office products.

#### **PREFERRED QUALIFICATIONS**

- Degree in Criminal Justice.
- Two (2) or more years' experience as a dispatcher.
- Proficient using Microsoft Office products.

#### **WORKING CONDITIONS**

Must work in noisy and crowded environments, with numerous interruptions. Requires stooping, bending, kneeling, reaching, and turning. Report writing. The work to be performed is inside various KCKCC locations.

#### **WORK SCHEDULE**

40 hours per week, 12 hour shifts. Must be able to work a variable schedule/hour to meet operational needs. Currently hiring for every other Thursday 6:00 am to 2:00 pm and Thursday - Sunday 6:00 am to 6:00 pm.

**\*\*\*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description may be revised upon development of other duties and changes in responsibilities.**

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