



## JOB INFORMATION

Job Code:	147001
Job Title:	Public Safety Dispatcher
FLSA Status:	Non-Exempt
Supervisory:	May lead student and/or temporary workers.
Job Family:	Public Safety (Step)
Job Family Group:	Public Safety
Management Level:	7 Individual Contributor

## JOB SUMMARY

Performs multiple functions in the Communications Center in support of various department personnel at the University Park Campus, Health Sciences Campus, and University Parking Center. Receives calls for service from faculty, staff, students and guests, and dispatches the appropriate department personnel via radio communications equipment. Serves as a vital link between the service community, Public Safety personnel, and all other emergency and non-emergency services available at the university and in the surrounding community.

## JOB QUALIFICATIONS:

### Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	
	X	Related undergraduate study	

### Additional Education

**Check here if experience may substitute for some of the above education.**

Combined experience/education as substitute for minimum education

### Work Experience

Req	Pref	Work Experience	Experience Level
X		<1 year	

### Additional Work Experience

**Check here if education may substitute for some of the above work experience.**

Combined experience/education as substitute for minimum work experience

### Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience in related field.
X		Ability to type 30 net words per minute.
X		Working knowledge of computer input and retrieval functions.
X		Must be eligible for bonding.

## Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Must successfully complete a written and oral examination, an in-depth background investigation, and a psychological and medical evaluation.
X		Must be able to handle stress in a sometimes hostile or emotional environment.
X		Must maintain service-oriented attitude in relations with the public.
	X	Previous switchboard or radio communications experience.
	X	Working knowledge of two-way radio communications procedure.
	X	General knowledge of campus and surrounding area geography.

## Licenses

Req	Pref	License(s)
X		Security Guard License
X		Valid Driver's License

## Other Job Factors

## JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Receives emergency calls requesting police, fire, and rescue assistance. Determines appropriate response in accordance with established procedures and assessment of the situation. Dispatches Public Safety units in response to calls for service.				
Maintains a record of all calls and radio messages. Monitors status of public safety, parking transportation, campus cruiser, residential protection, assets protection, and other special duty units. Prepares appropriate management reports of calls.				
Receives calls and complaints regarding service and assistance and refers them to the appropriate unit. Operates telephone switching equipment.				
Requests back-up or follow-up assistance from the Los Angeles Police Department, Los Angeles Fire Department, and other agencies.				
Operates Computer Aided Dispatch system and maintains manual and automated records systems. Conducts information searches as needed.				
Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.				

## Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: <a href="https://policy.usc.edu/mandated-reporters/">https://policy.usc.edu/mandated-reporters/</a>
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: <a href="https://dps.usc.edu/alerts/clery/">https://dps.usc.edu/alerts/clery/</a>			Yes

**ACKNOWLEDGMENTS**

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

\_\_\_\_\_  
Print Employee Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Manager Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.