



### Non-Exempt Position Description

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<b><u>Position Title:</u></b>	Dispatcher	<b><u>Date:</u></b>	March 2026
<b><u>Department:</u></b>	Campus Safety	<b><u>Status:</u></b>	All Classifications/12 month
<b><u>Reports To:</u></b>	Assistant Director of Campus Safety / Captain		

<b><u>Primary Function:</u></b>	Professionally represents the College by promptly and courteously greeting visitors and callers. Dispatchers assist the Campus Safety Department to maintain the safety and security of the campus by providing professional dispatch functions, accurate information, and general office support. Monitors College communications and dispatches Campus Safety Officers to calls for service and emergencies or other College staff as appropriate.
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#### **Principal Responsibilities**

1. Utilize knowledge of campus departments, personnel, and events/activities in answering emergency and non-emergency incoming telephone and Rave Guardian communications; and receiving campus guests appropriately.
  - a. Forwarding calls to the appropriate department or staff
  - b. Providing answers as able for minor calls
  - c. Directing visitors to on-campus destinations or contacting appropriate personnel to meet the visitor.
2. Present a positive, courteous, and professional appearance to the College community.
3. Establish and maintain effective working relationships with co-workers, Campus Safety personnel, and other departments.
4. Campus Safety support
  - a. Comply with all Campus Safety policies and procedures.
  - b. Provide services and support for Campus Safety needs including, but not limited to,
    - 1) Clerical Duties
    - 2) Telephone, Rave Guardian, and two-way Radio Communications
    - 3) Dispatching field personnel according to need and priority of requests for service
    - 4) Directing Emergency Personnel
    - 5) Communications in Emergency Situations
    - 6) Assisting the Incident Response Team in on-campus Incident Communications
    - 7) Monitor video surveillance system, and card access system
5. Compile information from various sources to develop daily, weekly, monthly, and ongoing briefing logs for use in the daily operation and planning of the department
6. Assist in recording of parking citations, department activity log, crime log, fire log, parking permit records, and other departmental records.
7. Attend training sessions and departmental meetings as needed.

8. Provide courteous and accurate information to employees, residents, and visitors.
9. Assist in maintaining accurate departmental reference materials.
10. Perform receptionist, clerical and special project work as assigned.
11. Incorporate the Alverno Mission into daily tasks, as well as dealing with extraordinary circumstances.
12. Be respectful of the College's vision of a balanced and healthy lifestyle strategy which includes the **Seven Dimensions of Wellness: Career, Emotional, Environmental, Intellectual, Physical, Social, and Spiritual.**
13. Comply with safety procedures and maintain clean and orderly work areas.
14. Perform other tasks as necessary to support the College mission.

### **Qualifications**

1. Requires a high school diploma or equivalent. Associate's Degree or higher preferred.
2. Experience in public safety or emergency dispatch communications preferred.
3. Requires the ability to exercise good and appropriate judgment in dealing with incidents involving potential damage to life or property.
4. Must be able to communicate effectively and professionally with students, faculty, staff, and the general public.
5. Ability to understand and follow written and verbal instructions.
6. Requires excellent computer skills and the ability to utilize computer equipment in daily operations.
7. Requires the ability to work with and maintain confidential information.
8. Requires basic reading and writing skills including the ability to legibly complete documentation and provide comprehensive records and reports.
9. Demonstrated ability to remain calm and work well under pressure in emergency situations.

### **How to Apply**

Apply on-line at <https://www.alverno.edu/jobs/apply/login.php>

**Please attach your cover letter, resume, and list of references to the online application**

*Alverno College is an Equal Opportunity Employer and committed to workplace diversity*