

**BOARD OF REGENTS
STATE OF IOWA
REGENT MERIT SYSTEM**

Class Title: Public Safety Dispatcher I

Class Code: 7591

Pay Grade: 309

GENERAL CLASS DESCRIPTION:

Under general supervision, provides communications of a public safety nature for university public safety and other departments and also for surrounding law enforcement agencies utilizing multi-frequency radio, teletype, telephone, TDD, and personal contact. Responsible for monitoring university emergency phones and burglar and fire alarm systems.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Operates a multi-frequency radio system in accordance with FCC regulations and completes a radio log and other records as required.
2. Operates a multi-line telephone system providing emergency and business information. May be responsible for monitoring 911 phone system.
3. Monitors radio traffic from surrounding local and state law enforcement agencies and relays information to patrol units.
4. Dispatches duty personnel to requests for assistance or complaints.
5. Receives and provides information to visitors, faculty, staff, and students.
6. Notifies on-call personnel as required by departmental policy.
7. Receives and relays emergency weather and road information to public safety officers and to other university departments and the university administration as required.
8. Provides information to institutional public information services or outside news services on incidents and accident information as required.
9. Monitors, updates, and relays information regarding building alarms.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed nor is it intended that related duties cannot be required.

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10. Operates a computer for the state crime computer network.
11. Maintains voice communication tapes and applicable files and manuals for reference at public safety dispatch office.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of the geography of the university campus.
2. Knowledge of FCC regulations and public safety dispatching procedures.
3. Skill in using equipment such as multi-frequency radio, teletype, telephone, TDD and computers.
4. Skill in communicating with members of the public and departmental staff both orally and in writing.
5. Ability to enter and retrieve data from a computer terminal, PC or other keyboard device.
6. Ability to communicate effectively and coherently over law enforcement radio channels while initiating and responding to radio communications.
7. Ability to perform multiple tasks at one time and to remain calm in stressful situations.

MINIMUM ELIGIBILITY REQUIREMENTS:

Any combination of clerical education or experience and/or college or university level course work which is equivalent to two years of full-time employment.