

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

Class Title: Public Safety Dispatcher II

Class Code: 7592

Pay Grade: 311

GENERAL CLASS DESCRIPTION:

Under general supervision, provides immediate and accurate emergency communications of a public safety nature for university public safety, other university departments and for surrounding law enforcement agencies utilizing multi-frequency radio, teletype, telephone, TDD, and personal contact. Responsible for monitoring emergency communications systems and burglar and fire alarm systems. Responsible for coordinating activities associated with internal and external warning systems. Uses critical judgment in emergency situations requiring quick and accurate actions.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Operates an emergency communications messaging system by evaluating emergency conditions on campus and delivering emergency information to the university community through phone, email, and SMS messaging.
2. Operates a campus-wide outdoor early warning system based upon emergency information from government agencies or university administration.
3. Operates a multi-frequency radio system in accordance with FCC regulations and completes a radio log and other records as required.
4. Operates a multi-line telephone system providing emergency and business information. Responsible for monitoring 911 emergency phone system.
5. Monitors radio traffic from surrounding local and state law enforcement agencies and relays information to patrol units.
6. Dispatches the appropriate personnel to requests for assistance or complaints.
7. Receives and provides information to visitors, faculty, staff and students.
8. Notifies on-call personnel as required by departmental policy.
9. Receives and relays emergency weather and road information to public safety officers and to other university departments and the university administration.

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. Provides information to institutional public information services or outside news services on incidents and accident information as required.
11. Monitors, updates and relays information regarding building alarms.
12. Operates a computer for the state crime computer network.
13. Maintains voice communication tapes and applicable files and manuals for reference at public safety dispatch office.
14. May serve as backup to external law enforcement agencies.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of the geography of the university campus and surrounding areas.
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.
8. Ability to make immediate decisions, use critical judgment and initiate messaging protocols in response to emergencies on and around campus.

MINIMUM ELIGIBILITY REQUIREMENTS:

1. High school graduation or equivalent and;
2. Any combination of clerical education or experience and/or college or university level course work which is equivalent to three years of full-time employment.