

OKLAHOMA BAPTIST UNIVERSITY

POSITION DESCRIPTION

Title: **Dispatch/Switchboard Operator**

Department: **University Police**

David Shannon

07/01/2014

Mike Johnson

07/01/2014

Prepared by

date

Approved by

date

Supervision

Dispatch/Switchboard Supervisor

received:

Chief of University Police / Chief's Designee

Supervision given:

N/A

Expectations for all employees

Oklahoma Baptist University achieves its mission based upon its core beliefs. All employees are expected to support these core beliefs and model them in their performance:

- *Commitment to the essentials of the Christian faith.*
- *People are treated with dignity and respect.*
- *Relationships are built on honesty, integrity, and trust.*
- *Excellence is achieved through teamwork, leadership, and a strong work ethic*
- *Efficiency is achieved through wise management of human and financial resources.*

Purpose:

The Dispatch/Switchboard operator is a Safety Sensitive Position responsible for the daily operation of the switchboard for Oklahoma Baptist University and will dispatch officers for the University Police Department. The position involves actual operation of the switchboard, dispatching officers, and monitoring Surveillance cameras. The Dispatch/Switchboard Operator will work 40 hours per week.

Essential functions:

- Ability to see sufficiently well to operate all equipment used.
- Ability to hear sufficiently well to communicate effectively with callers.
- Ability to have dexterity to learn to manually operate the PBX console, radio base station, and telephone
- Ability to sit for extended periods of time
- Ability to be courteous at all times
- Ability to handle stress.
- Ability to discipline self to be punctual in attendance.
- The switchboard is required to be attended during all hours of operation.

Other duties:

Dispatch/Switchboard Operator will perform a variety of tasks and services that include, but are not limited to:

- Answer switchboard and transfer calls to necessary personnel.
- Monitor Surveillance cameras covering the campus.
- Dispatch officers to service calls.

Other Duties Cont.

- Communicate with other Universities or Law Enforcement Agencies.
- Complete Officer Shift log.

Qualifications:

Demonstrate ability to communicate at a college level.
Demonstrate ability to interpret information.

Abilities:

Ability to effectively and professionally communicate with co-workers, students, faculty and administration. Ability to sit for long periods of time.

Education:

Required: High School Graduate or G.E.D.

Experience:

Required: None

Preferred: Experience in switchboard, dispatch, and monitoring surveillance equipment.

Equipment:

Willingness to learn to operate all equipment to perform the duties of position.

Special Requirements:

This person must be willing; when asked: to step outside the limited description of duties and perform any job required in special circumstances. This person will be required to work after hours (holidays, nights and/or weekends) when an occasion arises. Ability to safely spend extended periods of time sitting. Must have sufficient manual dexterity and physical stamina to perform the job requirements. Applicants must be prepared to document their criminal history, if any. Applicants residence history extensively. Must be an active member of a local evangelical church. Safety Sensitive Position.

Complete this section after reviewing the description with the employee.			
<i>OBU requires that supervisors review the job description with the position incumbent during the New Employee orientation and the annual performance evaluation.</i>			
The job description was reviewed during <input type="checkbox"/> New Employee Orientation <input type="checkbox"/> Performance Evaluation*.			
_____ Employee signature	_____ Date	_____ Supervisor signature	_____ date
<i>*If the job description needs to be revised, attach changes to the performance evaluation and submit to the Human Resources Office.</i>			

___ New <u>exempt</u>	X Revision: _____	FLSA: <u>non-</u>	HR Office only IPEDS: _____	Sal/Grd assignment: _____
PRN(s) _____				