



**YOUNGSTOWN
STATE
UNIVERSITY**

CLASSIFICATION SERIES:

Law Enforcement Occupation

CLASSIFICATION CODE/PAY GRADE:

26610/D2

BARGAINING UNIT:

FOP

University Dispatcher

SERIES PURPOSE: The purpose of the Law Enforcement Occupation is to dispatch officers to protect lives and property, prevent crimes, and enforce laws and/or to protect lives and property, prevent crimes, and enforce laws. Incumbents patrol grounds and buildings and perform security functions and/or dispatch officers to patrol grounds and buildings and perform security functions.

CLASS CONCEPT: The class works under general supervision and requires working knowledge to operate radio, CAD, multi-line telephone, multiple computerized programs, LEADS and technical operations and procedures, and customer service practices and techniques in order to dispatch patrol units and act as LEADS terminal operator.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Receives and records telephone calls; greets public and answers routine inquiries. Maintains radio log and message control log; files messages and officers' daily reports; prepares and types reports and correspondence; assists with processing of parking violations.

Receives and transmits radio communications; dispatches police/security personnel and equipment for YSU Police department assignments; monitors other Law Enforcement Radios.

Operates LEADS computer terminal; receives and transmits messages. Monitors alarm and security systems. Maintains security of YSU Police department; issues and checks in related law enforcement/security equipment. Schedules Police Department Personnel for shifts and Special Events.

Maintains and processes employee attendance records, leave forms, time cards, lost and found property records, etc. Performs other related duties as assigned. Conducts Webchecks.

Performs other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Effective 02/16/2020

Knowledge of: radio; CAD*; multi-line telephone and LEADS messages*; technical operations and procedures*; departmental operations*; customer service practices; radio and telephone techniques.

Skill in: operation of radio, multi-line telephone and LEADS messaging equipment to include LEADS terminal*; operation of personal computer and use of office systems software.

Ability to: think and act promptly in emergencies and under stressful conditions; handle routine, non-routine, and emergency contacts with officers, supervisors, and general public; move arms, hands, and fingers easily to operate multiple pieces of communication equipment simultaneously.

(*)Developed after employment.

MINIMUM QUALIFICATIONS: High School Diploma or GED; one (1) month experience or 100 hours training in public relations; completion of background investigation.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: Six-week training program to provide a new dispatcher with on-the-job training and supervision. New Dispatchers will become LEADS Certified within the six week training period. LEADS Certification shall be maintained throughout their employment.

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

SEDENTARY: work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

UNUSUAL WORKING CONDITIONS: Not applicable