Job Title: Dispatcher/Switchboard Operator

Department: Telephone and Dispatch Services

Supervisor or Manager: Coordinator of Telephone and Dispatch Services

Date Created: 02/24/06   Last Revised: 02/24/06   FLSA Status: NE

Our Mission: It is the mission of Saint Michael’s College to contribute through higher education to the enhancement of the human person and to the advancement of human culture in the light of the Catholic faith.

Major Objectives:
- All inbound telephone calls are answered and directed to the appropriate person
- All emergency calls are received for SMC campus and the surrounding community
- Rescue units are dispatched as per protocol

Essential Duties and Responsibilities:
- Answers all incoming calls and directs to the appropriate party quickly, accurately and professionally
- Receives all calls for Safety and Security, Facilities, Fire and Rescue
- Oversees the key sign-out for the Saint Michael's College vans
- Monitors HVAC alarms and notifies appropriate personnel
- Communicates with the Student Life staff
- Enters all the log reports for Safety and Security, Fire and Rescue

Secondary Responsibilities:
- Helps train new employees
- Manages the recording of all telephone and air traffic of departments
- Works with HVAC department in monitoring Facilities alarms
- Supervises all van sign-outs as well as those for Facilities and contractors

Positions Supervised:
- None

Major Contacts:
- Campus staff, faculty and students
- Community members

Demonstrates Excellence:
- Receives and processes all telephone calls in an efficient and courteous manner
- Handles emergencies calmly, sensibly and with understanding of how critical accuracy is to the success of the operation

Education and Work Experience:
- High school diploma or equivalent, plus applicable experience
Saint Michael's College  
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**Analytic Skills:**  
- Some analysis of cause-and-effect problems based on a standard approach learned through training, established policy, or the use of established procedures.

**Language and Literacy Skills:**  
- Reads and interprets documents such as operating instructions, procedure manuals and College policies to guide own behavior. May need to spend substantial time on the telephone or in meetings to gather necessary information and plan projects. May need to respond to questions and solve problems for people using communications skills. Has the demonstrated ability to prepare or revise written reports or other documents.

**Computer/Technology Skills:**

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**Licenses, Certifications and Other Requirements:**  
- None required

**Physical Demands:**  
Work is often performed in a typical office environment requiring:
  - Sitting in a normal seated position for extended periods of time
  - Reaching by extending hand(s) or arm(s) in any direction
  - Dexterity sufficient to manipulate objects with fingers, for example operating a computer keyboard
  - Communication skills using the spoken word
  - Vision sufficient to see within normal parameters
  - Hearing sufficient to hear within normal range
  - No or very limited physical effort
  - No or very limited exposure to physical risk

While performing the duties of Dispatcher/Switchboard Operator, occasionally the employee is required to lift and/or move up to 50 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential functions.

**Additional Requirements for the Job:**  
- Ability to respond to and convey information effectively over the telephone

The above job description in no way states or implies that these duties are the only duties performed by this employee. The incumbent is expected to perform other related duties necessary for the effective operation of the College.