

Saint Michael's College Job Description

Job Title: Dispatch Switchboard Operator

Department: Telephone and Dispatch Services

Supervisor or Manager: Coordinator of Telephone and Dispatch Services

Date Created: 02/24/2006

Last Revised: 7/15/2022

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/department
- All emergency calls are received, triaged, and appropriate units are dispatched per protocol
- Highly sensitive information is maintained, secured, and logged

Essential Duties and Responsibilities:

- Answers all incoming calls and directs to the appropriate party quickly, accurately, and professionally
- Receives all calls for Public Safety, Facilities, Fire and Rescue, Student Life, and KnightSafe
- Oversees the key sign-out for the Saint Michael's College vehicles and vendors
- Monitors alarms for the HVAC department, fire detection systems, panic and intruder systems, emergency call boxes, and airport emergency communication system. Notifies appropriate resources when alarms are received
- Monitors door access system
- Monitors camera system and reviews archived camera footage
- Receives calls from online tip service and responds to them accordingly
- Enters all the log reports for Public Safety, SMC Fire and Rescue, and KnightSafe accurately and professionally; retrieves information for these units as requested
- Questions callers to determine nature of problem, type of response needed, and dispatches appropriate units
- Sees the value of cultural, ethnic, gender, and other individual differences in people. Helps to create an environment of learning about, valuing, encouraging, and supporting differences

Secondary Responsibilities:

- Assists in the training of new employees
- Disables lost ID cards, provisioning and distributing temporary key fobs as needed
- Receives and logs calls for service for the KnightSafe program
- Sends out alerts on campus notification systems
- Assists walk-ins
- Monitors 911 calls from campus and dispatches appropriate units

Positions Supervised:

- None

Major Contacts:

- Campus staff, faculty, and students
- Community members
- Local police, fire, and rescue departments

Demonstrates Excellence:

- Receives and processes all calls for service in an efficient and professional manner
- Maintains a calm demeanor and is able to think critically and perform job functions accurately in emergency situations
- Engages with students and constituents with a high level of inclusivity, equity, and sensitivity

Education and Work Experience:

- High school diploma or equivalent
- Prior working experience preferred

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:

- Familiarity with Microsoft Office products

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
- Looking at computer screens for extended periods of time
- 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
- Limited exposure to physical risk from walk-ins

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 and radio

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.