

Dispatcher

Provide information and communication support services. Performs all phases of Communications to include: Call Taker, and Police Telecommunications. This position is non-exempt.

Job Duties:

Performs duties under the direct supervision of the Communications Supervisor. Duties will be performed in the Communications Centers which operate on a 24-hour basis. Personnel are assigned to an eight-hour shift which may require working nights, weekends, and holidays. Personnel are required to work in situations of extreme stress (to include natural and man-made disasters). Incumbent is required to be totally familiar with all policies, procedures, and functions of Communications Section and to achieve satisfactory performance standards in all functional areas.

Examples of Work:

1. Responds calmly and tactfully to callers on Emergency and non-emergency lines. Ascertains the nature of the complaint, obtains complete and accurate information including names, addresses, type of emergency and other necessary information. Uses desktop dictaphone recorder to clarify information as needed. Enters data into the Computer Aided Dispatch System (CADS).
2. Enters into the computer for Virginia Criminal Information Center (VCIN) and/or National Criminal Information Center (NCIC) for information such as license checks, stolen vehicles, runaway juveniles, missing persons and stolen articles. Uses a Telephone Device for the Deaf (TDD).
3. Understands University offices, their functions and the key personnel assigned to those offices. Knows the chain of command of the Hampton University Police Department and Hampton University. Knows how to identify types of emergency vehicles and equipment, response ability of fire stations, police districts, and response level of complaints.
4. Maintains wrecker lists, learns to use premise listings of buildings in CADS to respond to emergency calls after regular business hours. Knows how to use street indexing. Notifies public utility agencies of interruption of services to the campus. Maintains a variety of logs and records, as necessary.

When assigned to Police Telecommunications:

1. Maintains police unit status in CADS.
2. Uses CADS to dispatch police units to various types of service calls. Uses CADS to monitor the exact location and status of all police units. Monitors and maintains all field activity.
3. Uses the radio system to dispatch field units to a complaint using correct terminology. Relays all pertinent information originating on campus and surrounding area to on-duty officers. Records information transmitted by police officers.
4. Certified in Emergency Medical Dispatching (EMD).
5. Performs other related duties as required.

Requirements

- The ability to develop and maintain cooperative and professional relationships with fellow employees, representatives from other departments, and supervisors
- The ability to use logic and reasoning to reach a conclusion and approaches to problems
- The ability to use judgment and decision-making skills to evaluate situations, establish priorities, and resolve matters
- Ability to think quickly
- The ability to work under stressful situations
- The ability to actively listen and communicate effectively through clear speech and hearing
- The ability to follow instructions
- The ability to write clearly and spell correctly
- The ability to establish and pass on information as needed

Qualifications

- Graduation from high school or GED; Must successfully pass a background investigation (to include a polygraph examination). This position requires successfully passing testing for controlled substances and hearing test. Must

possess a valid Virginia driver's license and must have a satisfactory drivers record based on the Hampton University criteria.

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How to Apply:

Please submit a cover letter, resume, and a completed Application for Educational Support Staff Employment either in person, via email at HROffice@hamptonu.edu or fax to (757) 727.5969.

Office of Human Resources
Hampton University
Hampton, VA 23668

***No phone calls*

***Incomplete applications will not be considered*

Forms:

Visit [Human Resources – Hampton University Human Resources](#) to retrieve the educational support staff employment application and other supplemental application materials.