CARLETON UNIVERSITY
Position Description

Position Title: Dispatcher
Reports To: Shift Manager
Department: University Safety

Position Summary:

Under the general supervision of the Shift Manager, the Dispatcher is a member of a team of public safety specialists responsible for providing personal safety for members of the university community in a courteous, helpful and professional manner. This position functions as a first point of contact for the public and is responsible for receiving, dispatching and assisting in coordinating response to emergency and routine calls for service from the campus community. The dispatcher monitors security systems and coordinates the response to alarms.

Primary Duties Performed:

Maintains on-going communication links with safety and security personnel including, Special Constables, Campus Safety Officers, Student Safety Patrollers, and CUSERT (Carleton University Student Emergency Response Team) and is responsible for:

- the receipt and transmission of information and messages via telephone and radio communications;

- monitoring activities/involvement of field personnel and maintains a daily occurrence book (communications log);

- providing initial communications response and advice in emergency situations and in public safety matters by directing required resources (i.e.: Fire, Police, EMS/Paramedics, OC Transpo, Special Constables, Campus Safety Officers, Student Safety Patrollers, CUSERT, Facilities Management and Planning (FMP), DUS Technical Services, etc.);

- providing support to Special Constables, Campus Safety Officers and Student Safety Patrollers by performing in-house searches of databases (i.e.: BANNER, ParkAdmin, Interdict, etc.) and reviewing security system recordings (CCTV, radio transmissions, etc.) to providing the most up-to-date and accurate information possible and assist in on-going investigations;
• liaising regularly with other personnel throughout the department, and undertake efforts to keep all team members informed by openly and actively sharing all relevant information;

• providing constant, clear, effective, and accurate communication with Shift Managers with respect to major issues, investigations, projects and activities and may be tasked with apprising the Director and/or Assistant Director of any emergency/critical incident occurring on campus;

• launching the Campus Emergency Notification System (ENS) to notify the community of serious incidents and instruct them as to requested actions, when/as directed by the Shift Manager;

• monitoring and operating a wide variety of technical security equipment such as, but not limited to radio dispatch system, CCTV surveillance equipment, central fire monitoring station, electronic intrusion/duress alarm systems, and building card access systems;

• monitoring alarm systems and coordinating response to alarm activations;

• answering telephone inquiries and initiating the appropriate response or follow-up action (i.e.: requests for officer assistance, building maintenance problems, requests/calls for assistance from external emergency services agencies, etc.);

• monitoring and reporting all dispatch technical problems to the Shift Manager and DUS Technical Services unit to ensure timely repairs and reports any malfunction of the central fire monitoring station or other fire safety system related issues to the Maintenance Control Centre (MCC), Duty Engineer, and/or the service provider for service/repair;

• monitoring and recording results of the checklist/testing of all on-campus emergency/assistance telephones and elevator intercom devices;

• training and providing guidance to Student Safety Patrollers [SSPs]) when assisting Dispatchers;

• in the absence of the Receptionist/Admin assistant, acts as the receptionist for the department greeting visitors, directing queries, and responding to various client needs; and

• Performing other related duties as directed or assigned by the Shift Manager
Education:

a. Minimum of formal education required:

- Completion a two (2) year college diploma in 9-1-1 Emergency and Call Centre Communications, or similar type program will be considered an asset.

b. Minimum of continuing study required:

- Attend seminars, workshops and on-line training courses and an on-going review of books and journals to stay current with radio communication and security systems.
- Remain current with University and departmental policies, directives and procedures.

c. Certifications Required:

must possess a valid *WSIB approved* Standard First Aid certificate and CPR C certificate (*not expiring for at least one year from the application date*)

Work Experience:

Minimum of relevant work experience required:

- Two (2) years’ experience in a full-time corporate/industrial security role or law enforcement position in the private or public sectors.

Knowledge and Skill Requirements:

The position requires the incumbent to possess knowledge and skills related to the provision of services that will ensure the safety and security of the campus community.

The incumbent:

- requires thorough knowledge of Department of Communications/Industry Canada (DOC/IC) laws, regulations, procedures, and practices applicable to basic radio-telephone operations.
- Must possess excellent verbal communication skills. Must be capable of extracting pertinent information over the telephone, radio, and in a face-to-face situation quickly and accurately in a wide range of emergency and routine situations.
• must have excellent writing skills and be capable of accurately entering pertinent information received from various sources into the daily occurrence book (communication log) and occurrence reports;
• must have the ability to interact and transfer information within a team environment as well as instruct when and where required in areas of expertise;
• must be able to work under stress, handle multiple tasks and responsibilities, deal with constant disruption, adjust to changing priorities/shifting work-demands;
• must deal with complex issues, quickly determine appropriate actions and respond in a composed, self-assured manner while dealing with highly stressful situations and emotional individuals;
• must possess excellent conflict resolution and negotiation skills.
• must possess a high degree of tact and diplomacy dealing with the university community under a variety of difficult situations.
• must have administrative and organization skills, with the ability to prioritize their work to complete work within prescribed deadlines;
• must be self-motivated and work without direct supervision;
• understands the concepts of service excellence;
• must show initiative performing daily duties and identifying and solving problems; and
• must demonstrate sensitivity toward the cultural diversity of the campus community.

General:

• The incumbent is required to work hours commensurate with a twelve (12) hour shift schedule in order to meet operational requirements of the department, rotating between days and nights (including weekends and statutory holidays).
• An "oath of confidentiality" is required of the incumbent pursuant to Section 29(1) of the Municipal Freedom of Information and Protection of Privacy Act.

Approved: ___________________________  Date: December 22, 2014
Allan Burns
Director,
Department of University Safety