

The University of Akron  
**Classification Specification**

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|-------------------------|-----------------------------|------------------|------------|
| <b>Job Title:</b>       | Police 911 Telecom          | <b>Job Code:</b> | 80751      |
| <b>Job Function:</b>    | Staff                       | <b>Grade:</b>    | 116        |
| <b>Job Family:</b>      | Bargaining Unit             | <b>FLSA:</b>     | Non-Exempt |
| <b>SOC Description:</b> | 6000 Public Safety Division | <b>Date:</b>     | 2/5/14     |

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**Job Summary:**

Receive, dispatch and transmit E-911, emergency, police, fire, ems and non-emergency calls via radio, teletype and telephone. Communicate with public and department within guidelines of the University Police, LEADS Steering Committee, FCC and other regulatory agencies. Work independently and as team member. Maintain alertness, sensitivity, efficiency and good judgment during periods of prolonged activity in an emergency atmosphere.

**Essential Functions:**

30% Operate and receive calls on E-911 lines and numerous other phones and TTY's, from individuals or agencies needing assistance from police, fire, ems and other assistance for service and information. Receive complaints and reports of incidents, from direct calls, alarm boxes, walk in persons, radio, teletype and other agencies. Use CAD system to enter and record all calls.

30% Dispatch police, fire and safety for emergency and non emergency calls for assistance. Maintain radio contact transmission from mobile units. Answer field personnel requests for assistance or information. Broadcast and notify University community via radio and telephone severe weather updates.

20% Operate LEADS/NCIC computer sending and receiving teletypes, entering and canceling stolen property, missing persons, warrants and records searches from written files and computer systems. Check driving records, criminal records and outstanding warrants. Monitor campus alarms including fire, burglar, hold up and panic. Monitor surveillance cameras, booking and DUI cameras. Operate computers (alarm, LEADS, CAD), operate other systems within computer network, APD radio and other department radios and office equipment.

15% Receive calls and dispatch Campus Patrol units for vehicle service calls and escorts. Receive and call in or dispatch maintenance crews and elevator personnel. Receive and log call offs of physical facilities personnel and maintain radio contact with maintenance personnel after 4:00 P.M., weekends and holidays. Process police tows and collect fines for tows and boots for parking after 5:00P.M ., weekends and holidays. Write work order request. Assist in training new employees.

5% Receive, transfer, direct or provide information to callers on University operator.

**Education:**

Requires 18 months of education or training beyond high school.

**Licenses/Certifications/Requirements:**

Law Enforcement Automated Data System (LEADS) Certificate, Center for Criminal History (CCH) Certificate, 911-Telecommunicator Certification, Drivers License or State ID Card. Above must be obtain prior to being hired or while on the job.

**Experience:**

Requires a minimum of 6 months experience in the operation of computer equipment, data entry and general office practices and procedures. Strong verbal communication skills and attention to detail required. Ability to work in stressful situation and deal effectively with people required. Prior police/fire/ems dispatching experience and knowledge of dispatching codes and signals preferred.

**Leadership:**

No authority or responsibility for the supervision of others.

**Physical Requirements:**

Light physical effort required involving stooping and bending; individual has limited discretion about walking, standing, etc.; occasionally lifting of lightweight objects (up to 25 lbs.).

**Working Conditions:**

Standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions and/or minor heating/cooling or ventilation problems. Near continuous use (>70% of the time) of a video display terminal.

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The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.