

The University of Akron
Classification Specification

Job Title:	Radio Dispatcher	Job Code:	80750
Job Function:	Staff	Grade:	115
Job Family:	Bargaining Unit	FLSA:	Non-Exempt
SOC Description:	6000 Public Safety Division	Date:	2/5/14

Job Summary:

Gather and process information from the general public for the purpose of distributing information to appropriate personnel and dispatching emergency police or maintenance personnel. Distribute keys and radio equipment while monitoring alarms and surveillance cameras.

Essential Functions:

50% Transmit radio communications to physical facilities personnel and others if needed. Receive incoming calls from the campus community for the purpose of transferring the call or assisting the caller with their requests and inquiries.

20% Perform various administrative duties and maintain department's logs/records and the work order system. Operate the department's computer equipment, radio equipment, and paging systems to perform various tasks.

20% Provide assistance to the walk-in public and hands out keys as requested. Act as a liaison with outside vendors.

10% Train staff and students on administrative and radio communications procedures.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

None.

Experience:

Requires a minimum of 6 months experience in operating communication equipment in addition to computer data-entry experience. Strong verbal and effective communication skills required. Ability to work in stressful situations required. Working knowledge of general office equipment, practices and procedures required.

Leadership:

Responsible for directing and monitoring the work of student and/or temporary workers.

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:

No major sources of working conditions discomfort, standard working environment with possible minor inconveniences due to occasional noise, crowded working conditions, minor heating/cooling or ventilation problems, and/or up to 40% use of PC terminal.

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.