



<b>Job Title</b>	Communication Center Dispatcher	<b>FLSA Status</b>	Non-Exempt
<b>Band</b>	GNL	<b>Probationary Period</b>	12 Months
<b>Zone</b>	5	<b>Job Code</b>	11033

**Class Specification – Communications Center Dispatcher**

<b>Summary Statement:</b>	
<p>The purpose of this position is to ensure the proper operations and safety assigned department/division through the use of radio communication and security equipment; to operate equipment necessary for communication; to relay issues and problems to respective departments or divisions for services as needed and appropriate; and to perform a variety of duties relative to assigned areas of responsibility.</p>	
<b>Essential Functions</b>	Note: Regular and predictable attendance is an essential function in the performance of this job.
<b>Time %</b> (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
35%	Respond to requests and relay emergency and non-emergency calls to appropriate personnel for service; and coordinate necessary emergency procedures. Monitor and respond to alarms including security and fire; contact and relay issues and problems to police, fire or maintenance personnel as needed; and record and log all security activity including alarm activation and notification of appropriate personnel. May monitor security systems including closed circuit television cameras and remote cameras; and record and log all suspicious and emergency events.
30%	Operate computerized paging system for locating and paging passengers and employees; and relay information regarding Airfield operations including closures and emergencies to Airport tenants and employees. May maintain access of remote gates and doors; and maintain control of keys to non-secure areas for authorized personnel.
25%	May conduct employment verifications and background checks for issuance of SIDA media and parking passes. Maintain daily logs and records of all security and emergency situations; maintain computerized records of pertinent information as assigned by department. Receive incoming telephone calls; respond to public inquiries in a courteous manner; provide information within the area of assignment; and resolve complaints in an efficient and timely manner. Maintain an operating communications line with law enforcement and emergency agencies including fire and ambulance.



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10%	Follow established emergency procedures as assigned by department or division; obtain information and advice from supervisors, police rescue personnel or other emergency services; and relay pertinent information to supervisors or emergency personnel. Operate a variety of communication systems at a speed necessary for successful job performance; and access information from computer systems as needed. Ensure adherence to safe work practices and procedures.
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<b>Competencies Required:</b>	
Human Collaboration Skills: Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.	
Reading: Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	
Math: Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.	
Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.	

<b>Technical Skills Required:</b>	
Standardized Skill Requirements: Work requires the use of standard technical skills appropriate to the work environment of the organization.	

<b>Relevant Background and Formal Education:</b> Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.	
Education: Equivalent to completion of the twelfth grade (high school diploma or GED).	
Experience: One year of full-time radio operations or related experience plus customer service experience.	



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**Certifications and Licenses:** Must possess or be able to acquire the following certifications and/or licenses.  
 Certifications required in accordance with standards established by departmental policy.

**Supervision Exercised:**  
 Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

**Supervision Received:**  
 Receives Direction: This job title normally performs the duty assignment after receiving general instructions as to methods, procedures, and desired end results. There is some opportunity for discretion when making selections among a few, easily identifiable choices. The assignment is usually reviewed upon completion.

**Fiscal Responsibility:**  
 This job title has no budgetary responsibility.

**Physical Demands:**  
 Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.

<b>Environmental Conditions</b>	<b>Frequency</b>
Primary Work Environment	Office Environment
Extreme Temperature	Seasonally
Wetness and Humidity	Seasonally
Respiratory Hazards	Never
Noise and Vibrations	Several Times per Month
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

**Machines, Tools, Equipment, and Work Aids:** Computer, printer, copier, telephone, and standard office equipment.



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**Specialized Computer Equipment and Software:** Microsoft Office.

*The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.*

Original Date: June 2015