

**JOB DESCRIPTION**

**JOB TITLE:** Dispatcher **POSITION NUMBER:**

**POSITION ID:**

**DEPARTMENT:** Public Safety **EMPLOYMENT CATEGORY:**

**GRADE:**

**FLSA STATUS:**

**PREPARED BY:** DeputyChief Patrick Foley

**EFFECTIVE/UPDATE DATE**: September 1, 2022

**POSITION OVERVIEW**

Berklee College is the preeminent institute of contemporary music and the performing arts, offering undergraduate and graduate degree programs at its campuses in Boston, Massachusetts and Valencia, Spain, and through its award-winning distance learning program, Berklee Online. Dedicated to nurturing the creative and career potential of the world’s most inspired artists, Berklee’s commitment to arts education is reflected in the work of its students, faculty, and alumni—hundreds of whom have been recognized with Grammy, Tony, Oscar, and Emmy awards. With students and alumni from more than 100 nations and educational partners across the world, we are forging new connections among art forms, musical traditions, and technologies to build a dynamic, diverse, and collaborative global arts community.

The Berklee Public Safety Department is a full-service police agency that serves the Berklee Community and operates 24 hours a day, seven days a week. The Communications Division is made up civilian members of the department who are essential to the core functions and operation of the department. Dispatchers are responsible for all communication requests received by the department and properly assigning them for service and or resolution. Dispatchers play an integral role in fostering a safe and secure environment for all members of the Berklee community. Safety and security are a responsibility shared by the entire community, our mission is to enhance the safety and quality of life at the Berklee College of Music by working in partnership with the community to promote public safety and crime prevention through education and enforcement, to maintain public order while preserving the legal rights of all individuals, to provide effective, efficient and courteous service and to reduce the impact of crime. To fulfill this mission, the department fosters a culture of prevention through an organizational commitment to the philosophy of community-oriented policing and problems solving, (COPPS). The core of the COPPS philosophy is, building long term meaningful partnerships with community stakeholders and working collaboratively with them to identify and address problems and their root causes in a joint effort to reduce or prevent crime, disorder, fear of crime, and to improve the quality of life.

**ESSENTIAL FUNCTIONS/PRIMARY DUTIES AND RESPONSIBILITIES**

* Handle all requests to Campus Police via walk-in, telephone, cell phone, emergency callbox, or radio broadcast system; processes requests by distributing or extracting pertinent information, routing the call to the proper person, or dispatching the proper resource.
* Monitor all emergency alarms on campus, including panic alarms (computer and telephone), emergency callbox, door, fire, crisis alert, etc.
* Utilize and monitor the College's surveillance camera system on a daily basis to assist in emergency situations, investigations, and daily activity reports.
* Operate the door access system to control all campus exterior doors and remotely control building access when deemed necessary.
* Utilize computer-aided dispatch and report writing systems to accurately document all situations, such as interactions with the public, personal information, criminal charges, officer activity, assisting agencies, and any other relative information.
* Utilize Department of Criminal Justice Information Services (DCJIS), National Crime Information Center (NCIC), Mass Criminal Justice Information System (CJIS) web and other electronic data gathering tools to obtain information regarding suspects, offenders, victims, and witnesses.
* Transmit to and receive information from Campus Police Officers and staff via radio broadcast system, telephone and cell phone, radio scanner, and internet/local area networks.
* Aid shift supervisors to bring closure to all open calls and reports as directed.
* Complete clerical assignments as needed in conjunction with Campus Police personnel, as well as other dispatchers and clerical staff.
* Prepares and submits electronic work orders (when applicable). Initiates and documents employee call-backs for maintenance emergencies, after normal business hours.
* Dispenses keys to authorized persons following prescribed sign-out and retrieval procedures.
* Perform other related duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

* Must be able to effectively speak, read, and write in English.
* Strong verbal and written communication skills.
* Must successfully pass and maintain CJIS Operator certification within first 30 days of employment.
* Demonstrated computer proficiency, including typing.
* Possess the ability to work effectively with a diverse faculty, staff, and student body.
* Demonstrated ability to:
  + Multitask, remain calm and professional in stressful and emergency situations.
  + Exercise sound judgement and discretion in handling confidential information.
  + Perform all duties in an effective and efficient manner, demonstrating respect and professionalism to all parties, while maintaining the ethics and values of the College.
  + Interact and communicate effectively with the public.
  + Adjust to changing situations to meet emergency requirements.
  + Gather information through questioning individuals and accurately assemble and organize such information in accordance with established procedures.
  + Follow written and verbal instructions.
* Must successfully complete Police Dispatcher Communication Certification Training.
* Basic knowledge of fire alarm and notifications systems such as RAVE.
* Must possess a comprehensive knowledge of computer programs.
* High School Diploma or equivalent.
* Ability to work overtime with little or no notice, shift work, weekends, holidays, evenings, and nights. Hours of operation are 24 hours a day, 365 days a year.

**WORK ENVIRONMENT**

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| **SPECIAL WORKING CONDITIONS, PHYSICAL REQUIREMENTS, ETC. (Responsible for on-call, 24 HR. coverage, etc.):** |
| Require working evenings/weekends/special events and must be available for an emergency call-in basis. Valid unrestricted U.S. Driver’s License, with an insurable or satisfactory driving history. |

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| External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis. |

**DISCLAIMER:**

**The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.**