Position Description

<table>
<thead>
<tr>
<th>Classification Title:</th>
<th>Police Services Associate</th>
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<tbody>
<tr>
<td>Working Title:</td>
<td>Police Dispatcher</td>
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<tr>
<td>Supervisor's Working Title:</td>
<td>Dispatch Supervisor</td>
</tr>
<tr>
<td>Hours/Shift:</td>
<td>7:00AM to 3:00PM / 3:00PM to 11:00PM / 11PM to 7:00AM</td>
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<tr>
<td>Department:</td>
<td>University Police and Protective Services</td>
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<tr>
<td>Supervisory Position:</td>
<td>□ Yes  ✔ No</td>
</tr>
<tr>
<td>Employee Category:</td>
<td>University Staff</td>
</tr>
<tr>
<td>FLSA Status:</td>
<td>□ Exempt  ✔ Non-exempt</td>
</tr>
<tr>
<td>Date Created/Updated:</td>
<td>June 15, 2020</td>
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<tr>
<td>Position of Trust:</td>
<td>✔ Yes  □ No</td>
</tr>
<tr>
<td>(Defined as: Having access to vulnerable populations, property access, financial/fiduciary duties, and all executive positions)</td>
<td></td>
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<tr>
<td>Position of Trust with Access to Vulnerable Populations:</td>
<td>□ Yes  ✔ No</td>
</tr>
<tr>
<td>(Defined as: Position requires unsupervised or significant access to minors, under the age of 18 who are not enrolled or accepted for enrollment at a UW System Institution, and medical patients)</td>
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Position Summary

Police Dispatcher position works within the UW-Stevens Point Police and Security Services Department. This position is most often the first contact with our campus community and the public through phone and face to face walk-ins. This position provides critical communications via two-way radios, telephones and computer for the Campus police and security working in the field as well as coordinating internal and external communications for emergency campus wide alerts. This position must be able to prioritize, multitask and remain calm during stressful incidents. The Campus Police Department serves as a hub of all alarms and notification systems that are crucial to the safety of UW-Stevens Point campus. This position must maintain an excellent understanding of Department and University policies and procedures. It is accountable for accurate police reports, dispatch logs and police records which are always sensitive and often highly confidential in nature. This position plays a key role in the maintenance, creation, and dissemination of Clery and UCR required crime and activity statistics.

Primary Responsibilities:

<table>
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<tr>
<th>Radio Operations</th>
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<tr>
<td>Communicate to Campus Police and Security Officers through two-way radio system providing needed support and information.</td>
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<tr>
<td>Monitor Campus police, Municipal and County Law Enforcement, EMS and Fire Department radio channels, relay information and dispatch appropriate response.</td>
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<tr>
<td>Monitor the safety of university police officers and security staff through consistent status verification.</td>
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<tr>
<td>Search for requested information on vehicles and persons from a variety of internal and external data bases to determine officer safety, driver’s status and ownership information and student information</td>
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<tr>
<td>Interpret and inform officers of information provided.</td>
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<tr>
<td>Maintain confidentiality of transmissions and records.</td>
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</tbody>
</table>
- Access to this information requires a certification from the State DOJ that must be maintained.

**Office Reception: customer service**
- Greet all visitors to the Campus Police Department with courtesy and respect.
- Determine the nature of their visit, document minor complaints and dispatch an officer as appropriate.
- Provide information and direct visitors to the appropriate department.

**After Hours Calls for Service**
- At the direction of a supervisor or police officer in charge, call in the appropriate facility or technical staff to maintain service or repair equipment after normal business hours to maintain critical university operations following established procedures.

**Documentation of records and Entry of reports**
- Maintain and continuously update information into a log of Campus Police Department activities which is crucial for the completion of Department Reports.
- Determine classification categories and accurately document police activities using independent judgment and accountability.
- Enter data and written police reports into Department record management software (RMS).

**Generation of reports**
- Assist with collecting information needed for State and Federal reporting mandates.
- Generate required information for police reports and other authorized university departments.
- Update the daily crime and fire log as mandated by Federal Clery requirements.
- Maintain and update logs of persons banned from campus.
- Update as needed and disseminate campus Police rosters
- Assist with open records and other requests for statistical data.

**Monitoring of Alarms**
- Monitor campus fire alarm master panel for all buildings, emergency blue light phones, elevator phones, AED defibrillator locations, burglar alarms, panic alarms temperature alarms, CO2 alarms, severe weather alerts and all other Department alarm systems.
- Initiate, communicate and coordinate appropriate responses.

**Initiate emergency alerts as required**
- At the direction of a supervisor or incident commander prepare and send out campus wide safety alerts during critical, life safety events.
- Prepare and send out timely warnings to campus community.

**Monitor and update Campus Police social media**
- Assist with updating information on Campus Police department official website
- Assist with monitoring and updating other official Camus Police department social media.

**Train New employees**
- Train new employees in the operation of telephone and radio equipment and overall departmental procedures and dispatcher responsibilities.

**Other duties as assigned**
- Other duties as assigned by the supervisor to complete the mission of UW- Stevens Point Police and Security services.
Qualifications – Knowledge, Skills, and Abilities:

Required Knowledge, Skills, and Abilities
- Minimum of high school diploma or equivalent.
- Required to become certified and maintain certification with WI DOJ Time system. This certification requires an extensive background and criminal history check.
- Knowledge and experience in the use of computer software including Microsoft Office Suite (i.e. Word, Excel).
- Knowledge and experience in the use of e-mail (i.e. Outlook) functions.
- Knowledge of proper telephone etiquette.
- Skilled in the operation of multi-lined telephones.
- The ability to remain calm in outwardly stressful incidents.
- This position primarily works alone and is limited to the immediate dispatch office/areas during the working hours.
- Effective oral and written communication skills.
- The ability to multi-task when necessary.
- Possess an attention to details and timelines/due dates despite frequent interruptions.
- Ability to coordinate projects, work independently and to independently set priorities to meet the demands of the position.
- Knowledge of office practices and procedures.
- Ability to use discretion and good judgment regarding confidential information.
- Ability to meet and work effectively with people across multiple levels of the organization.
- Ability to perform repetitive motions associated with keyboarding required for typing or word processing.
- Ability and willingness to maintain and enhance professional competencies by participating in professional development workshops, seminars, and training sessions, related to current position responsibilities.

Preferred Knowledge, Skills, and Abilities
- Knowledge of policies and procedures of a law enforcement or public safety unit.
- Advanced computer skills and knowledge.
- Prior dispatch experience.
- Experience with two-way radio use and etiquette.
- WI DOJ TIME System Certified

Physical Effort/Demands:
- Sitting
- Standing
- Walking
- Lifting your arms above your head to reach high, possibly difficult, areas
- Kneeling
- Squatting
- Stooping
- Frequently lift 1 – 10 pounds
- Occasionally lift 15 pounds

Equipment Operated:
- Various computer systems and/or software, calculator, fax machine, office copier, telephone, and other electronic office devices

Working Environment:
The noise level in the work environment is usually quiet.
This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of the job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated on this description.

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change.

UW-Stevens Point is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the University will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

________________________________________ ____________________
Employee Name       Date

________________________________________ ____________________
Employee Signature       Date

________________________________________ ____________________
Supervisor Name     Date

________________________________________ ____________________
Supervisor Signature     Date