

Public Safety Communications Center Dispatcher

The Department of Public Safety provides a variety of law enforcement and related services as well as ongoing programs in disaster, crime and fire prevention on and around the 55-acre hilltop campus. Officers patrol campus 24 hours a day on foot, in marked vehicles and on mountain bikes. An on-campus radio communication system links all Regular, Reserve, and Community Service Officers with the Department's dispatch center.

Professionalism in public service is the criterion under which this Department operates.

Accountability

As part of the larger staff in the University Life, a Public Safety employee collaborates and cooperates across divisions and departments to create a supportive University community which encourages student learning and development in the Jesuit Catholic tradition and commits to:

- Promoting a common good that includes the needs of all students
- Engaging differences in a manner that allows students to learn from the diversity of perspectives, experiences and traditions that exist within the University community
- Providing experiences that challenge students to develop spiritually, intellectually, emotionally, physically, socially, culturally and morally in order to prepare them to contribute to the University community
- Drawing out the leadership qualities inherent in every individual, and to providing opportunities for students to apply knowledge and skills
- Creating an environment that supports a socially responsible way of being together in community
- Recognizing and celebrating the achievements and contributions of all students

Job Description:

Dispatchers are responsible for maintaining effective and efficient communications between the campus law enforcement headquarters, campus patrol officers in the field, outside emergency and law enforcement agencies and the public by receiving, recording, and dispatching general and emergency information quickly, clearly and accurately. They are required to work independently, react quickly, and demonstrate good judgment and discretion in stressful situations. The Communications Center operated 24 hours a day and dispatchers may be required to work various shifts any day of the week including holidays.

Operation of various communications equipment including: Motorola and NEXTEL Two-way radio system, emergency and non-emergency phones, Closed Circuit Television Monitoring equipment, and Computer Aided Dispatch database system

(CAD). Dispatchers must be able to use Department Radio Codes, California Penal Codes, and applicable law enforcement systems and databases. Dispatchers must be able to answer and screen incoming calls, converse with victims, witnesses and citizens, elicit and record pertinent information; dispatch officers via the two-way radio, input and retrieve Public Safety reports, activity logs, and criminal information.

Minimum Qualifications:

Dispatchers should have the ability to perform work in an efficient, organized, and timely manner. They will need to be responsible and reliable in all situations. Candidates for this position must have the ability to respond calmly to emergency and crisis situations, handle and process confidential materials, and complete tasks at the same time. Candidates must have good verbal and written skills (including penmanship and typing); the ability to learn and use a phonetic alphabet, and must speak clearly and concisely, as well as follow oral and written instructions.

Education High School Diploma or GED; some college preferred.

Training Prior Radio Communications or Dispatching experience preferred; Good Public Relations skills a must; Successful completion of P.O.S.T. Dispatcher course must be completed within one year of appointment.

Selection Process:

Candidates must pass a psychological interview, and a background investigation of personal history and employment history. Note: felony and certain misdemeanor criminal convictions or contacts may be grounds for disqualification of candidates.

Benefits

The University of San Francisco offers excellent medical, dental, vision, retirement, and tuition remission benefits. For specifics, please visit the USF Human Resource benefits website at www.usfca.edu/hr/benefits/ben_idx.html

Salary:

\$42,564.90 - \$44,667.00

Application Filing Deadline:

To receive an application, call or write:

University of San Francisco
Department of Public Safety
2130 Fulton Street
Campion Hall, A-3
San Francisco, CA 94117-1080
(415) 422-4222

Applications will be accepted until open positions are filled. Submit completed applications to the Department of Public Safety.

The University of San Francisco is a Jesuit Catholic university founded in 1855 to educate leaders who will fashion a more humane and just world. Candidates should demonstrate a commitment to work in a culturally diverse environment and to contribute to the mission of the University.

USF is an Equal Opportunity Employer dedicated to affirmative action and to excellence through diversity. The University provides reasonable accommodations to qualified applicants with disabilities upon request.