



ALLENTOWN, PA

Position Title: Dispatcher – Temporary, Part-Time
Department: Campus Safety & Security
Classification: Security/Service Personnel

Characteristic Duties & Responsibilities:

- A. Check all notices including daily needs sheet, spiral notebook and the preceding dispatchers' log sheets. Check key cabinet and other equipment for anything missing.
- B. Keep complete and accurate log sheets including, but not limited to:
 - investigation reports
 - complaint memos
 - equipment or keys signed out
 - building checks
 - areas secured or opened
 - officers and student patrol location checks
 - housing requests
 - housekeeping staff call-off
 - calls made to plant operations staff to respond to maintenance problems
 - work orders
 - telephone calls for public relations
 - condition of campus and emergency phones
 - itinerary of all key personnel
- C. Issue parking permits (temporary and permanent), guest registration cards, and parking ticket appeal forms.
- D. Monitor and operate computer systems including but not limited to:
 - emergency and non-emergency telephones
 - security intrusion, fire and trouble alarms
 - key card access computer
 - CCTV system
 - Student ID card system
 - The all campus alert system
- E. Monitor police and fire calls on scanner.
- F. Prioritize calls and dispatch officers accordingly.
- G. Answer all phone calls and transfer or handle the complaint. Switchboard is call forwarded after 17:00 hours and on weekends.
- H. Make calls to APD, AFD or any other agency or vital staff as requested by officer(s).
- I. Input and retrieve information from computers as needed.
- J. Working knowledge of Microsoft Word for Windows, Excel, the Internet and Electronic Mail.
- K. Ability to work when the college is closed for inclement weather, as well as on holidays
- L. Ability to work overtime as needed based on departmental and campus needs.
- M. Assist with the smooth operation of shift duties and responsibilities.
- N. Other duties as assigned by the Chief, Assistant Chief or full-time dispatcher.

Qualifications:

1. High school diploma required, some college and/or work related experience is preferred.
2. Ability to work with computers. Must be computer literate, have good written and oral communication skills, and have an understanding of computer data entry.

3. Due to the nature of the department, must maintain confidentiality and possess personable manner.
4. Work well under pressure; deal effectively with regular interruptions while maintaining accuracy and patience for detail.
5. Clean criminal background must be maintained throughout employment.
6. Dependable transportation to work in all weather conditions.
7. Completion of random drug testing in accordance with Departmental procedures.
8. Ability to hear non-amplified sounds/normal speaking voices at a distance of 15 feet required.
9. Must be able to read: at 20/20, corrected, in the stronger eye, and at least 20/40, corrected, in the weaker eye; must be free of any significant visual abnormality. Corrected vision is required if uncorrected vision does not already meet the 20/20, 20/40 standard.
10. Ability to perform a variety of physical functions including but not limited sitting for extended periods of time, ability to lift 50 pounds of weight, climb steps and walk uneven terrain.
11. Fluency in the English language including the ability to hear, speak and write in English. Secondary language skills preferred.
12. Demonstrated ability to relate to campus personnel and students in a professional and confidential manner, especially in emergency situations.

Muhlenberg College is an Equal Opportunity Employer. All employees are expected to support Muhlenberg's commitment to function as a diverse, caring, inclusive community.

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