| Date | Position # | Position Title  | Reports To: |
| --- | --- | --- | --- |
| 9/13/2023 | PS9975 | Auxiliary Dispatcher | FA9607 |

|  | For HR Use Only |
| --- | --- |
| Division | Department | Pay Table/Level/Grade | soc code | employment code |
| Administrative Services | Police Department | Paraprofessional 4 | 43-0000 | 6 - Part Time |

# Status: Please select the appropriate boxes that apply.

| **Regular/Continuing:**[x]  | **Bargaining Unit:** PTCTU | **Non-Bargaining:** [ ]  | **Provisional/Grant Funded:** [ ]  | **Temporary/Limited Duration:** [ ]  |
| --- | --- | --- | --- | --- |

| **Individual Position:** [ ]  | **Full-Time (40 hrs/wk):** [ ]  | **Part-Time:** [x] \_28\_\_ Hrs/Week | **Pooled Position:** [x]  | 6 **# of Employees if this position is pooled.** |
| --- | --- | --- | --- | --- |

| **JOB SUMMARY:** This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC. |
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| The Auxiliary Dispatcher is a vital part of the Police Department team, as they provide the department with an essential component to the overall crime fighting strategies implemented by the Chief of Police. They are responsible for providing real time crucial information to the Police Officers while allocating the necessary resources after receiving calls for service such as; crimes in progress, hazardous material incidents, weather emergencies, criminal activity and other high level time sensitive and life safety incidents. Auxiliary Dispatchers will also serve as force multipliers by serving as additional eyes and ears and reporting any suspicious activity they may observe to the on duty police officers. They will alert the officers of any criminal activity that they may observe during their patrols. Aside from their dispatch responsibilities, one of their most important functions is conducting foot patrols and connecting with the college community by providing a high level of services wherever they may be needed. The Auxiliary Dispatcher will also complete any additional assigned tasks given to them by the Supervisor and may work day, evening, or night shifts.  |

| **Direct Reports:** If this is a supervisory position (authority to hire, assign, discipline, approve timesheets), list position #s of those supervised). |
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| None |

| **Essential Duties and Responsibilities:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. Reconciles grand fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.  |
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| **%** | **NO.** | **Essential Duties and Responsibilities** |
| 60 | 1 | **Dispatching*** Answer 911 emergency calls related to crimes, illness, injury, hazmat, bomb threats from multiple campus locations to include Mason Aviation, East Campus, West Campus and Livingston Campus.
* Documents all service calls into a State Records Management System. (Computer Aided Dispatch)
* During non-business hours, dispatch handles telephone calls for other campus departments to include ITS, Media, Facilities, Help desk, Information Center, various Academic Offices / Student Services, Parking and ID services.
* Monitor multiple Agencies radio traffic to include Ingham County 911 Center, Meridian, East Lansing and Lansing Township.
* Use Motorola / Ocularis to monitor over 500 cameras for Main Campus, East Campus, West Campus, Mason Aviation and LCC buildings at the Lansing Airport.
* Monitor the Siemens Fire Alarm System. Dispatch the appropriate resources for Fire Alarms, Trouble Alarms, Panic Alarm buttons and AED alarms.
* Monitor the Baron Threat Net Weather computer for watches and warnings. Notify and Implement the appropriate college staff and initiate the appropriate emergency procedure / response for inclement weather.
* Monitor the RAVE Mobile Safety program for all enrolled participants. Take appropriate action for the information sent to the dispatcher via the program.
* Monitor the Lanel / Onguard Door Access System. Ensuring individuals accessing the area, are authorized. Auxiliary Dispatchers check alarms when activated and doors that are ajar.
* Monitor the Siemens Energy Management System for the Facilities Department. Initiate the appropriate process for extreme temperature alarms, steam pressure, and water flow alarms.
* Monitor the Generator Panel for the Gannon Building / Ramp Generator.
* Dispatch the appropriate resources to handle the Facilities Department building emergencies for after hour related emergencies.
* Answers a multi-line Cisco phone. (non-emergency phone / emergency calls)
* Monitor the Dispatch email account for requests for service or tips.
* Look up Student information in Banner for emergency message deliveries and requests from the Officers.
* Contact Wrecker Services for automobile emergencies, motorist assists and arrests.
* Issue refunds on behalf of Continental Canteen.
* Receive returned college property. (Laptop, keys, ID, Credit Cards)
* Maintains a wide knowledge of college services, floor plans, policies and procedures.
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| 25 | 2 | **Campus Patrol*** Perform regular foot patrol of campus buildings and grounds.
* Patrol grounds using a Golfcart or Segway.
* Provide security and access control for events.
* Serve as a Campus Security Authority under the Clery Act.
* Monitor campus buildings and grounds for unsafe conditions and submit “hazard reports.”
* Look for suspicious persons, items, and situations.
* Submit Facility Maintenance and Institutional Technology Services “work orders” for broken, damaged, or inoperable equipment with special attention to life-safety systems.
* Provide general information and assistance to students, employees, and the public.
* Proactively develop positive relationships with students and employees.
* Respond to emergencies and support the College’s Incident Management Team by managing building access, parking, traffic, and clearing buildings.
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| 5 | 3 | **Courtesy Services*** Provide lockouts to retrieve keys locked in cars.
* Provide car battery jumps.
* Unlock / lock doors (classrooms, offices)
* Provide delivery service on-campus for sensitive materials.
* Assist disabled and mobility-restricted persons from place to place on campus.
* Provide escorts, deliveries, and recovering/returning lost and found property.
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| 5 | 4 | **Parking Enforcement*** Monitor parking areas. (surface lot and parking ramp)
* Issue written warnings and parking violations as appropriate.
* Assist the Police Officers with various enforcement activities as needed.
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| 5 | 5 | **Other duties as assigned** |

| **Core Competencies:** Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.  |
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| **Leadership**Promotes organizational mission and goals, and shows the way to achieve them. Displays a positive attitude about the work to be done, co-workers, customers, management, and employer policies. Creates a positive work environment where all staff are motivated to do their best. Conveys confidence in a group’s ability to prevail over challenges to reach its goals. Builds and maintains customer satisfaction with the products and services offered by the organization. Seeks ways to improve service delivery. Assesses the organization and its services from the customer’s point of view. Emphasizes a team approach to providing great customer service.**Accountability & Dependability**Takes personal responsibility for the quality and timeliness of work, and achieves results with little oversight by: showing up to work on time, and follows instructions, policies, and procedures; meeting productivity standards, deadlines, and work schedules. Acknowledges responsibility for mistakes and takes appropriate steps to make correction when appropriate. Meets expectations without making excuses. If problems arise with co-workers, address the issues promptly with the supervisor’s assistance when appropriate. **Decision Making & Judgment -** Makes timely, informed decisions that take into account the facts, goals, constraints, and risks. Finds solutions that are acceptable to diverse groups with conflicting interests and needs. Weighs the pros and cons of each option before making a decision and moving forward.**Stress Management** Maintains composure in stressful or adverse situations by: handling workloads, competing demands, changing assignments, interruptions, and distractions with a positive attitude.**Ethics and Integrity**Maintain high ethical standards. Earns others’ trust and respect through consistent honesty and professionalism in all interactions. Keeps promises and commitments made to others. Does the right thing, even when it is difficult. Does not yield to pressure to show bias or manipulate others. Does not misrepresent self or use position or authority for personal gain. Respects the opinions and assessments of others. Maintains confidentiality. Communicates truthfully.**Teamwork** Promotes cooperation and commitment within a team to achieve goals and deliverables. Praises the team and its achievement to others. Encourages team unity through sharing information or expertise, working together to solve problems, and putting team success first. Helps remove barriers to team productivity and success.**Attention to Detail**Diligently attends to details and pursues quality in accomplishing tasks by: performing tasks thoroughly with care; checking work to ensure completeness; remaining aware and taking care of details that are easy to overlook or dismiss as insignificant.**Knowledge** Extensive knowledge of campus buildings and where to direct students to receive assistance for general college business. Knowledge of Police and Emergency Management and Safety Services Departments’ operational processes. Knowledge of SRMS Computer Aided Dispatch computer systems. Demonstrated basic understanding of the law, criminal behavior and criminal procedures. Demonstrated understanding of basic police procedures and conforms to department rules and regulations**Skills**Excellent written and verbal communication skills to include the use of phones, radios, computers, basic word processing and data entry.**Abilities**Ability to remain calm while under extreme pressure, direct others and provide sound guidance, remain alert and attentive at all times, , use good judgment in making decisions and taking actions in critical emergency situations quickly, identify problems needing solved and processes needing improvement and implement necessary interventions, multitask by coordinating multiple tasks and prioritizing one’s own activities as well as multiple officers in the field, effectively communicate shift-change briefings, maintain confidentiality, work independently, work effectively with a diverse community. |

| **educational/experience requirements:** Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.  |
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| **Required*** High School graduate, or have equivalent GED
* Valid driver’s license with 6 points or less
* Previous related knowledge and/or experience working in public safety, campus security, or similar area

**Preferred*** Previous Dispatch experience
* Associates or Bachelor’s degree in public safety or related field.
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| **Physical and mental requirements:** Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
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| Go to the ADA Checklist |

| **work environment:** Complete the work environment characteristic on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  |
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| Go to the ADA Checklist |

# SIGNATURES

**Supervisor’s Name:** Kristy DeRosia **Supervisor’s Signature:** \_\_\_\_\_ **Date:** 08/18/2023

**Dean/ELT’s Name:** Chris MacKersi**e** **Dean/ELT’s Signature:**  **Date:** 08/24/2023

**HR Rep:** Sydney Glasscoe **HR Rep Signature:** \_\_\_\_\_\_\_\_ **Date:** \_08/24/2023\_\_

**ADA COMPLIANCE JOB DESCRIPTION CHECKLIST** (*The immediate supervisor is responsible for completion of this form. Fill in more information as need that apply to the essential job duties for the attached job description.)*

**Position #:** PS9975 **Date:** 8/18/2023 **Supervisor’s Position #:** FA9607

## **Materials Used:**

[x]  Computer keyboard, mouse, screen

[x]  Various software

[x]  Telephone, cell phone, mobile device

[x]  Paper and pencil/pen

[ ]  Projector or other audiovisual equipment

[x]  Copier, scanner, fax

[ ]  Carpentry equipment

[ ]  Electrical equipment

[ ]  Plumbing equipment

[ ]  Other: Click or tap here to enter text.

## **Mental Functions:**

[x]  Comparing (compare/contrast data, people, other data)

[ ]  Synthesizing (combine data, concepts, interpretations)

[x]  Computing (math calculations or carrying out formula operations)

[x]  Compiling (gathering, classifying, evaluating data, people, other data)

[x]  Copying (entering, posting, transcribing data)

[ ]  Analyzing (examining, testing data, presenting alternatives)

## **Audio/Visual/Aural Functions:**

[x]  Talking (expressing ideas, thoughts, language, conveying details accurately and clearly)

[x]  Hearing (receive details through oral communication, make fine differences in sound with other sound interference)

[x]  Near acuity (at 20 inches or less when accuracy is essential)

[x]  Far acuity (more than 20 inches when day and night/dark conditions are essential)

[x]  Depth perception (3 dimensional vision, judge distances, space)

[x]  Color vision (distinguish colors)

[x]  Field of vision (up/down and right/left)

[ ]  Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

## **Movement, Strength, Repetition Functions:**

[x]  Climbing

[x]  Kneeling

[x]  Reaching

[x]  Balancing

[x]  Crouching

[x]  Grasping

[x]  Stooping

[x]  Crawling

[x]  Picking/Typing/Keyboarding

[ ]  Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of time)

[ ]  Light (exert up to 20 lbs of force to lift, carry, push, pull, move objects; walk/stand occasionally)

[ ]  Medium (exert 21-50 lbs of force, walk/stand frequently)

[ ]  Heavy (exert 51-100 lbs of force, walk/stand routinely)

[x]  Very Heavy (exert over 100 lbs of force, walk/stand routinely)

## **Environmental Conditions**

[x]  Weather (rain, snow, wind)

[x]  Extreme cold (inside, outside)

[x]  Extreme heat (inside, outside)

[ ]  Confined/restricted spaces

[ ]  Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation)

[ ]  Vibrations

[x]  Extreme noises