UNIVERSITY OF SOUTHERN CALIFORNIA
Public Safety Communications Operator I
Job Code: 147001

Grade: QD
OT Eligible: Yes
Comp Approval: 2/25/2016

JOB SUMMARY:
Performs multiple functions in the Communications Center in support of various department personnel at the University Park Campus, Health Sciences Campus, and University Parking Center. Receives calls for service from faculty, staff, students and guests, and dispatches the appropriate department personnel via radio communications equipment. Serves as a vital link between the service community, Public Safety personnel, and all other emergency and non-emergency services available at the university and in the surrounding community.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

***** ***** Receives emergency calls requesting police, fire, and rescue assistance.
Determines appropriate response in accordance with established procedures and assessment of the situation. Dispatches Public Safety units in response to calls for service.

***** ***** Maintains a record of all calls and radio messages. Monitors status of public safety, parking transportation, campus cruiser, residential protection, assets protection, and other special duty units. Prepares appropriate management reports of calls.

***** ***** Receives calls and complaints regarding service and assistance and refers them to the appropriate unit. Operates telephone switching equipment.

***** ***** Requests back-up or follow-up assistance from the Los Angeles Police Department, Los Angeles Fire Department, and other agencies.

***** ***** Operates Computer Aided Dispatch system and maintains manual and automated records systems. Conducts information searches as needed.

***** ***** Serves as a Campus Security Authority (CSA) and mandatory reporter under the Clery Act based on university responsibilities. Has responsibility and is required to receive reports of crimes or criminal incidents from victims of crimes and/or third parties; notifies Department of Public Safety immediately of any reported serious crime or criminal incidents that indicates the presence of an ongoing threat to the university community; and notifies the Clery Compliance Coordinator in the Department of Public Safety.
Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

EMERGENCY RESPONSE/RECOVERY

Essential: ☐ No
In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**
High school or equivalent

**Minimum Experience:**
6 - 12 months

**Minimum Field of Expertise:**
Experience in related field. Ability to type 30 net words per minute. Working knowledge of computer input and retrieval functions.

**Preferred Education:**
Related undergraduate study

**Preferred Field of Expertise:**
Previous switchboard or radio communications experience. Working knowledge of two-way radio communications procedure. General knowledge of campus and surrounding area geography.

**Skills: Administrative:**
Answer telephones
Communicate with others to gather information
Customer service
Gather data
Input data
Maintain filing systems
Maintain logs
Research information
Understand and apply policies and procedures
Use database and/or word processing software

**Skills: Other:**
Organization

**Skills: Machine/Equipment:**
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier
Radios - vehicle mounted and/or hand-held
Switchboard (department or university)

**Supervises: Level:**
May oversee student and/or temporary workers.
Comments:

Must be eligible for bonding. Must successfully complete a written and oral examination, an in-depth background investigation, and a psychological and medical evaluation. Must be able to report for work in emergencies. Must be able to work varied days and shifts: 8 or 10 hours per day, 40 hours per week. Must be able to handle stress in a sometimes hostile or emotional environment. Must maintain service-oriented attitude in relations with the public. May be required to operate motor vehicles and/or electric carts.

SIGNATURES:

Employee: ________________________________ Date: ________________________________

Supervisor: ______________________________ Date: ________________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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