UNIVERSITY OF SOUTHERN CALIFORNIA
Public Communications Operator II
Job Code: 147003

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<tr>
<th>Grade:</th>
<th>QI</th>
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<tr>
<td>OT Eligible:</td>
<td>Yes</td>
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<td>Comp Approval:</td>
<td>2/25/2016</td>
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**JOB SUMMARY:**
Performs duties assigned to Public Safety Communications Operator I personnel. Serves as shift supervisor and leads assigned communications staff. Trains new communications personnel and provides updated and refresher training as needed. Monitors all communications room equipment and sub-systems and advises the Unit Manager and/or the Equipment Manager on needed servicing or repair.

**JOB ACCOUNTABILITIES:**

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<th>*E/M/NA</th>
<th>% TIME</th>
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**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.

**DEVELOPS OBJECTIVES AND TACTICAL PLANS FOR PUBLIC SAFETY OR CRIME PROBLEMS.**
Participates as part of management team in assessing needs.

**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.

**LEADS ASSIGNED COMMUNICATIONS STAFF.**
Coaches communications staff through problem solving processes and holds them accountable for their activities while empowering them to be creative. Provides rewards for good or exceptional performance, assists employees improve performance, recommends discipline as needed, and conducts performance evaluations. Ensures adherence to department rules and regulations.

**TRAINS COMMUNICATIONS PERSONNEL IN THE OPERATION OF ALL COMMUNICATIONS ROOM FUNCTIONS AND PROCEDURES AS NEEDED.**
Ensures staff is adequately trained to perform all communications room operations.

**DEFINES NEEDS AND CONTRIBUTES TO THE DEVELOPMENT OF PROCEDURES WHICH SUPPORT THE COMMUNICATIONS FUNCTION.**
Maintains and conducts audits/information searches of the department's radio and telephone taping equipment and Computer Aided Dispatch system.

**REVIEWS WORK FOR ACCURACY AND ADHERENCE TO INTERNAL POLICIES AND PROCEDURES.**
Addresses errors and provides feedback.

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**

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<th>Essential:</th>
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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:**

2 years

**Minimum Field of Expertise:**

Directly related experience.

**Preferred Education:**

Related undergraduate study

**Preferred Field of Expertise:**

Previous supervisory experience.

**Skills: Administrative:**

Answer telephones
Communicate with others to gather information
Coordinate work of others
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:**

Coaching
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Lead/guidance skills
Organization
Teaching/training

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:

Leads one or more employees performing similar work.
May oversee student, temporary and/or casual 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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