

HUMBOLDT STATE UNIVERSITY



Dispatcher

University Police Department

Job #21-50

Close Date: Open Until Filled

First Review Date: Monday, November 15, 2021

(Job #21-50) Dispatcher I, Dispatcher, \$3,096-5,602/month. Appointments are typically made at the beginning of the salary range. Salary is commensurate with qualifications and experience. This is a full-time, benefited, non-exempt, 12-month pay plan, permanent position with a one-year probationary period in Department. This position comes with an extensive benefits package that includes comprehensive medical, dental, and vision coverage, CalPERS retirement, Fee Waiver eligibility (reduced tuition on most CSU system classes), life insurance, and voluntary pre-tax health and dependent care reimbursement accounts. Additional benefits information can be found at <https://hraps.humboldt.edu/employee-benefits>.

Humboldt State University is a Hispanic-Serving Institution that strives to foster an inclusive and equitable community to support our students of diverse backgrounds. HSU is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality committed to working in a multicultural and multiracial community that reflects the diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

Position Summary: The Police Dispatcher is a highly service-oriented member of the University Police Department responsible for maintaining effective and efficient communications among the dispatch center, law enforcement officers in the field, outside emergency response, parking enforcement and the public, following prescribed procedures. The position is also responsible for basic records maintenance and distribution. Job duties must be performed quickly, clearly and accurately.

Duties: Under general supervision, the dispatcher will multi-task, answering and screening emergency and non-emergency incoming calls to the police department which involve conversing with crime victims, witnesses and members of the public to elicit and record pertinent information; operate police department and other emergency communications equipment to dispatch police or parking officers to calls for service, critical incidents and emergencies; enter and retrieve data or police reports, activity logs and criminal information; utilize automated dispatch, record keeping and law enforcement systems and databases to enter, research and retrieve information; operate the 911 telephone system and serve as the primary answering point for fire, medical and police services; coordinate emergency responses including performing emergency dispatch duties; monitor and utilize multiple radio channels and frequencies for both on and off campus

agencies; monitor, receive and process on-campus fire, panic, environmental and intrusion alarm systems and coordinate responses; assist the public on the phone and at the police department window; respond to requests for mutual aid; monitor and activation of Emergency Public Address System if required; informally monitor and use CCTV system. Process crime reports, traffic or parking citations and prepare them for distribution to the appropriate agencies; enter, record, research and retrieve information; maintain records; file, fax and scan documents; update automated telephone notifications during emergency incidents; maintain briefing binders; process media bulletins and fire and crime logs, memorandums and schedules via electronic or manual means; process and notification for lost and found; and provide related clerical and/or administrative support to the department. Follow chain of command; communicate with other staff members; assigned to train as needed; provide support to other public safety and community service functions including parking and access services; and other duties as assigned.

Minimum Qualifications: Education & Experience: High School Diploma or GED. Applicant must be available to rotate shifts, work nights, weekends, overtime, holidays and emergency call-back.

Applicants with one year of California police dispatcher experience and/or who have successfully completed a California P.O.S.T. certified Basic Dispatch course will be immediately referred for interview.

Applicants meeting requirements as described but not possessing qualifications for immediate referral will be invited to take the P.O.S.T. Dispatcher written examinations which tests for aptitude for dispatcher work, such as the ability to retain oral information, to interpret written material, and to solve dispatching problems. Successful completion of the exam will result in referral for interview.

Required Knowledge, Skills, and Abilities:

- Working knowledge of legal codes, requirements, procedures and techniques for receiving complaints and calls for service and for dispatching and communicating with campus officers in the field.
- Ability to effectively converse using police radio systems.
- Working knowledge of public safety-related agencies and the respective communication protocols.
- Working knowledge of and ability to use applicable computerized and automated dispatch and law enforcement systems and databases to enter, research and retrieve data as necessary.
- Ability to independently respond and act quickly, accurately evaluate information and situations, and make appropriate decisions in routine, non-routine and emergency situations.
- Working knowledge of geographical layout and ability to read maps and floor plans to provide directions to officers in the field.
- Ability to accurately interpret written policies, follow oral and written instructions, and transfer information.
- Ability to provide clear and concise verbal directions quickly and accurately.
- Ability to present and summarize information in a variety of written formats, using clear and concise language.
- Experience building and sustaining collaborative working relationships with a variety of individuals from diverse backgrounds.
- Demonstrated sensitivity to cross-cultural perspectives and experiences.
- Ability to establish and maintain effective working relationships, interact with all members of the campus community and general public, and maintain composure in highly stressful situations or when dealing with difficult individuals.
- Ability to maintain the confidentiality of sensitive information.

Preferred Qualifications: Ability to type a minimum of 45 wpm. Two years of clerical experience involving public contacts; or one year of military or civilian public safety (police/fire) experience; or one year experience as dispatcher (or equivalent)

operating radio or other communications equipment; a California POST Basic Dispatch certificate; proof of a California POST Entry-Level Dispatcher Selection Test Battery Total T-Score of 55 or higher.

Application Procedure: To apply, qualified candidates must electronically submit the following materials via Interfolio (link below):

- Letter of Interest
- Resume or Curriculum Vitae
- Contact information for at least three professional references
- HSU Employment History Form (HSU Employment History Form: <https://forms.humboldt.edu/employment-history-form>; NOTE: Download the HSU Employment History Form and save it as a PDF file prior to filling it out. If the form is completed in an online browser, content WILL NOT be saved).

CLICK HERE TO APPLY NOW: <http://apply.interfolio.com/92744>

Application Deadline: This position will remain Open Until Filled. The first review date is Monday, November 15, 2021.

Any inquiries about this recruitment can be directed to careers@humboldt.edu or HSU's Human Resources Office at (707) 826-3626.

Humboldt State University sits on the traditional homelands of the Wiyot people in what is currently called Arcata, CA. The Wiyot people call the area Goudi'ni (over in the woods). HSU was the first campus in the California State University system to offer a stand-alone major in Native American Studies.

HSU is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.

Humboldt State University is part of the 23-campus California State University system. The University has a comprehensive arts and sciences curriculum, which is recognized nationally for its high academic quality. Founded in 1913, HSU is one of the premier public institutions in the Western United States; it is a rural and residential campus of approximately 7,000 students. The main campus is located in Arcata, California, in the northwestern part of the state along the coast, and situated among redwood trees in an area that offers unmatched scenic beauty, moderate climate, and opportunities for outdoor activities. The surrounding Humboldt County locale has a population of approximately 135,000. The community offers an excellent range of businesses, services, and cultural activities and performances. The local schools are ranked in the top performance percentiles, both nationally and in the state.

It is the responsibility of the applicant to provide complete and accurate employment information. Incorrect or improperly completed applications will not be considered for vacancies. Any reference in this announcement to required periods of experience or education is full-time activity. Part-time experience or education--or activities only part of which are qualifying--will receive proportionate credit. Humboldt State University is not a sponsoring agency for staff or management positions (i.e. H-1B Visas).

Evidence of required degree(s), certification(s), or license(s) is required prior to the appointment date. A background check (including a criminal records check, employment verification, and education verification) must be completed satisfactorily before any candidate can be offered a position with the CSU. Certain positions may also require a credit check, motor vehicle report, and/or fingerprinting through Live Scan service. Adverse findings from a background check may affect the employment status of candidates or continued employment of current CSU employees who are being considered for the position.

Humboldt State University is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality reflecting the ethnic and cultural diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

Humboldt State University is a Title IX/Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or any other legally protected status.

Compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and CSU Executive Order 1083 Revised July 21, 2017 (EO 1083) is a condition of employment. CSU employees in positions with duties that involve regular contact with children or positions which supervise such employees are designated as Mandated Reporters under CANRA and are required to comply with the requirements set forth in EO 1083. Upon appointment to this position, the successful candidate(s) will be notified of and required to acknowledge their CANRA reporting status.

Additionally, all CSU staff and faculty receive training annually on their obligations in responding to and reporting incidents of sexual harassment and sexual violence. You will be notified by email when you are required to take this mandated training.

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