CAMPUS SAFETY DISPATCHER

The Department of Campus Safety at Wofford College seeks candidates for the position of campus safety dispatcher.

Reporting to and working directly for the dispatch supervisor, the campus safety dispatcher is the primary and first point of contact for incoming calls and is an excellent communicator and able to remain calm and composed, especially in emergency situations. S/he receives emergency and non-emergency calls, creates detailed records, prioritizes calls according to urgency and importance and transmits/forwards calls in a timely manner, including information and/or dispatching resources to the correct recipient(s) in a timely manner, whether that be another officer, employee, department, area or unit on the Wofford campus or outside agency or community member. Other related tasks and expectations include office operations and functions support and will require knowledge and use of emergency alert systems and accommodating equipment in addition to contributing to the needs of the office and the Wofford community in the form of participation in office and/or campus initiatives.

The campus safety dispatcher is a full-time non-exempt position in which scheduled shift hours will be determined at the time of appointment; approximately 40 hours/week, rotating every two weekends.

QUALIFICATIONS:

The campus safety dispatcher works under close and general supervision and must possess excellent communication (speaking, reading, writing and listening) skills to communicate effectively with all employees and the public, especially in stressful encounters. S/he will be required to use office hardware and software technology specific to dispatching including, but not limited to, CAD system, CCTV, emergency alert systems to include the campus siren system, switchboard, wireless communication systems, telephones and the UHF radio system. Preference will be given to candidates with proficiency in MS Office products (Word, Excel, PowerPoint, Internet Explorer and Outlook).

This position works with confidential information and will be subject to the Wofford College’s confidentiality policies. Keen attention to detail and punctuality and attendance adhering to the work schedule is expected. Strict adherence to practice and procedures used to operate an emergency communications center is essential. Knowledge and use of appropriate FCC rules, regulations and policies as they relate to Wofford’s emergency dispatch center is expected.

APPLICATION:

Applicants will provide the following application documents: (1) a cover letter explaining their experience and interest, (2) a current resume and (3) provide minimally three professional references (with telephone numbers and email addresses) to bethearl@wofford.edu. Please be sure to label the SUBJECT line of the email “Dispatcher Position.”