

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Protective Service
Adopted: 03/07/11

SECURITY DISPATCHER

DISTINGUISHING FEATURES OF THE CLASS: This position exists at Mohawk Valley Community College and involves responsibility for performing security dispatching and/or clerical duties within a department, which includes a high volume of data entry, security radio communication and telephone communication. The incumbent receives and efficiently refers incoming information to appropriate personnel, via telephone and radios. Additional duties are of a routine clerical nature. Work is performed under general supervision, in accordance with established policy. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Answers telephones and provides /receives information/complaints;
Monitors cameras;
Dispatches messages, information and personnel as appropriate;
Operates radio equipment, computer, calculator and other office equipment;
Prepares, inputs and maintains logs, files, reports, statistics and other information using current technology;
Completes assigned training programs and training updates including but not limited to first aid, CPR, AED, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the operation of radio, telephone and computer equipment; good knowledge of the geography of the municipality; good communication skills; ability to maintain records and prepare reports; ability to understand and follow oral and written directions; ability to react efficiently and calmly to emergency situations; ability to work independently; clerical aptitude; mental alertness; good judgment.

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MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma **AND** one (1) year of clerical experience.

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