

Dispatcher - ECC  
Erie Community College

Direct Link: <https://www.AcademicKeys.com/r?job=233399>

Downloaded On: Jul. 17, 2024 5:52pm

Posted Mar. 25, 2024, set to expire Dec. 7, 2024

<b>Job Title</b>	Dispatcher - ECC
<b>Department</b>	College Safety & Security
<b>Institution</b>	Erie Community College Buffalo, New York
<b>Date Posted</b>	Mar. 25, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Classified Staff
<b>Academic Field(s)</b>	Public Safety
<b>Job Website</b>	<a href="https://ecc.wd5.myworkdayjobs.com/en-US/CareerOpportunities/job/City-Campus---Downtown-Buffalo/Dispatcher---ECC_J0002039">https://ecc.wd5.myworkdayjobs.com/en-US/CareerOpportunities/job/City-Campus---Downtown-Buffalo/Dispatcher---ECC_J0002039</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

**Department:**

College Safety & Security

**Salary/Hourly**

\$37,469.00 Annual

**Union/Position Status:**

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AFSCME FT

**Posting Closing Date:**

April 13, 2024

Applications must be submitted by 11:59 PM the evening **before the posting closing date.**

Please note that the posting will close at midnight (12:00 AM) on the posting closing date.

## **JOB DESCRIPTION**

**THESE POSITIONS ARE PROVISIONAL. YOU ARE REQUIRED TO TAKE THE CIVIL SERVICE EXAM ONCE ERIE COUNTY HAS MADE THE ANNOUNCEMENT.**

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position is responsible for the operation of radiotelephone and related communication equipment, video observation equipment and computer data entry software. For the efficient relay of information and dispatch of personnel in both emergency and non-emergency situations. The work involves responsibility for receiving calls/requests for service via either radio and/or telephone. The employee will monitor radio, telephone and video surveillance equipment and subsequently log transactions into a software database. Some interaction with the public (non-ECC personnel) may be required. Employees generally work under the supervision of a Principal Security Officer or higher-ranking security staff member. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

- Operates communications equipment in dispatching and directing the units of a multi-unit security department;
- Monitors activities and calls for service in order to provide the most efficient and timely response with the personnel and equipment available;
- Receives telephone/radio calls from students, faculty, staff and general public, and directs those

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- calls for service and/or information to the correct or appropriate personnel;
- Maintains required records of security department activities and client information, such as names, addresses, officer assignments and outcomes etc.;
  - May be required to drive or utilize a Department vehicle in times of personnel shortages to maintain coverage at all campuses or during emergencies.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Working knowledge of the procedures and terminology of operating telephone and two-way radio equipment;
- Working knowledge and a familiarity of the geographic make up of Erie Community College;
- Ability to communicate effectively both orally and in writing, enunciating clearly in a calm, well-modulated voice;
- Ability to use a computer and dedicated software for the tracking of incidents and Officers including computer controlled video equipment;
- Ability to follow oral and written instructions;
- Ability to establish and maintain effective working relationships with a diverse constituency;
- Good judgment; dependability; courtesy; good hearing.

**KNOWLEDGE, SKILLS AND ABILITIES:**

Candidates must be able to demonstrate awareness and sensitivity towards promoting an inclusive and diverse learning environment. Thorough knowledge of general educational methods and theory; thorough knowledge of curriculum development; thorough knowledge of vocational training needs of business and industry; skill in educational coordination and management; ability to motivate and direct the work of others; ability to get along well with others; sound professional judgment; initiative and resourcefulness; physically capable of performing the essential functions of the position with or without reasonable accommodation.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma and one (1) year of

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multi-unit dispatching experience in the operation of a two-way radio or a telephone communication center.

**SPECIAL REQUIREMENT:**

Possession of a valid New York State Driver's License at time of appointment and throughout period of employment.

NOTE 1: Completion of sixty (60) semester hours at a regionally accredited or New York State registered two (2) or four (4) year college or university may be substituted for one year of the required experience.

**Official transcripts will be required for successful candidates within 30 days of hire.**

**2 positions need to be filled. Days and hours are not guaranteed but may follow as:**

**Tuesday - Saturday: 3pm - 11pm**

**Sunday - Thursday: 11pm - 7 am**

Contact Human Resources at (716) 851-1840 with any questions.

***Our mission to offer quality education includes exposing our students to a diverse range of cultures, experiences and expertise. At SUNY Erie Community College, we value diversity and encourage applicants from all backgrounds to apply.***

**Notice of Non-Discrimination**

SUNY Erie Community College does not discriminate in admission, employment, or in the administration of any of its policies and programs on the basis of race, color, religion, national origin, age, sex, gender, gender expression, gender identity, pregnancy, disability, sexual orientation, familial status, military status, domestic violence victim status, predisposing genetic characteristics, veteran status, criminal conviction, or any other characteristics protected by law. This applies to all students, applicants or other members of the College community (including, but not limited to, vendors and

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visitors). Grievance procedures are available to interested persons by contacting the Civil Rights Compliance Officer listed below. Retaliation against a person who files a complaint, serves as a witness, or assists or participates in the investigation of a complaint in any manner is strictly prohibited.

*The following individual has been designated to handle inquiries regarding the College's non-discrimination policies:*

**Civil Rights Compliance Officer**

Human Resource Department

North Campus

6205 Main Street

Williamsville, NY 14221

(716) 270-5735

*For further information on notice of non-discrimination, please contact:*

New York Office

United States Department of Education

Office for Civil Rights, 32 Old Slip 26th Floor,

New York, N.Y., 10005-25010;

Tel (646) 428-3800; Email: [OCR.NewYork@ed.gov](mailto:OCR.NewYork@ed.gov).

**Contact Information**



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Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

**Contact**

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