Dispatcher
Worcester Polytechnic Institute

Job Title	Dispatcher
Department	
Institution	Worcester Polytechnic Institute
	Worcester, Massachusetts
Date Posted	Oct. 4, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Public Safety
Apply Online Here	https://apptrkr.com/5698728
Apply By Email	
Job Description	

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JOB TITLE
Dispatcher

LOCATION
Worcester

DEPARTMENT NAME
Campus Police - Evening Shift

DIVISION NAME
Worcester Polytechnic Institute - WPI

JOB DESCRIPTION SUMMARY

Dispatcher
Worcester Polytechnic Institute

The position of Police Dispatcher serves as the first point-of-contact for callers and walk-in customers requesting service from the WPI Police Department and supports the overall mission of the WPI Police Department to provide a safe and secure living and learning environment for all members of, and visitors to, our community.

JOB DESCRIPTION

Responsibilities:

- Operate a multi-line telephone system. Direct calls to appropriate personnel providing information and resources as requested. Interpret emergency calls for service and initiates police, fire and emergency medical response, as needed, to incidents.
- Provide efficient, professional, and courteous interactions at the police service window.
- Document pertinent information concerning incidents on campus, personnel matters, and other police related matters within the police daily log using IMC software.
- Monitor all aspects of emergency communication intrusion, duress, fire and card access alarms and directs personnel to respond. Worcester Police radio and advises WPI police personnel of emergency calls occurring in the WPI peripheral property area. WPI Facilities and WPI SNAP radio transmissions.
- Provide logistical and operational support by: Prepare and submit work orders to various campus partners. Receives and relays confidential LEAPS/CJIS/NCIC information to authorized personnel. Operate Milestone video software program. Update dispatch emergency response and policy manuals located at the dispatch desk. Dispense keys to authorized persons following prescribed procedures. Perform required tasks related to the T-2 parking software program. Provide statistical data reports to the Chief or designee when requested Facilitates card access requests using Lenel software. Participates in Campus-Safety-Authority (CSA) Clery training. Maintains confidential information appropriately.

Requirements:

- High School Diploma or GED required.
- 2 year Associate's Degree in Criminal Justice preferred.
- 10 years Prior public safety dispatch experience is preferred
- Must be dependable, honest and possess highly efficient communication and interpersonal skills.
- Able to exercise sound judgement.
- Able to multi-task while working in a stressful and fast paced environment.

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- Familiar with access control and record management systems.
- Willing to work various shifts including days, evenings, nights, weekends, and holidays.
- Willing to work overtime and call-in shifts.
- Able to work in various types of weather conditions.
- Applicants must be at least twenty-one years of age at time of application.
- Must possess a valid Massachusetts operator's license.
- Must possess or be willing to obtain First Responder and CPR certifications.
- Must pass a NCIC/LEAPS/CJIS exam.
- Must provide three written letters of reference.
- Must pass a criminal background check.
- Must pass on-the-job training during probationary period.

FLSA STATUS
United States of America (Non-Exempt)

WPI is an Equal Opportunity Employer that actively seeks to increase the diversity of its workplace. All qualified candidates will receive consideration for employment without regard to race, color, age, religion, sex, sexual orientation, gender identity, national origin, veteran status, or disability. It seeks individuals with diverse backgrounds and experiences who will contribute to a culture of creativity, collaboration, inclusion, problem solving, innovation, high performance, and change making. It is committed to maintaining a campus environment free of harassment and discrimination.

To apply, visit: https://wpi.wd5.myworkdayjobs.com/en-US/WPI_External_Career_Site/job/Worcester/Dispatcher_R0002928

About WPI
WPI is a vibrant, active, and diverse community of extraordinary students, world-renowned faculty, and state of the art research facilities. At WPI, we have competitive and comprehensive benefits, including health insurance, long-term care, retirement, tuition assistance, flexible spending accounts, work-life balance and much more.

Diversity & Inclusion at WPI
WPI is committed to creating an inclusive workplace where everyone feels valued and respected; a place where every student, faculty and staff member can be themselves, so that they can study, live, and work comfortably, to reach their full potential, and make meaningful contributions in order to meet

departmental and institutional goals. WPI thrives on innovative practice and welcomes diverse perspectives, insight, and people from diverse lived experiences, to enhance the community environment and propel the institution to the next level in a competitive, global marketplace.

Contact Information

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

Contact

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Worcester Polytechnic Institute
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