Georgia State University

Job Specification

Job Title: Public Safety Dispatcher I

<table>
<thead>
<tr>
<th>BCAT Code: 09TX64</th>
<th>Effective Date: April 1, 2007</th>
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<td>Pay Grade: G08</td>
<td>FLSA Status: Non-Exempt</td>
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<td>Revision Date: July 1, 2013</td>
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General Description
Performs entry-level work in the Police Communications Center.

Examples of Duties
- Maintains contact with all Public Safety Officers.
- Follows established policies and procedures.
- Maintains various logs and forms for all calls, reports, or complaints in accordance with standard police procedures.
- Answers the emergency phones and radios in the Police Communications Center.
- Dispatches the appropriate personnel for reports of incidents or complaints.
- Greets the public and provides information about the campus.
- Receives incoming telephone calls from callers seeking general information about school closures, department hours, etc.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of the Georgia State University (GSU) campus.
- Knowledge of police dispatch procedures and functions of a police department.
- Effective oral and written communication skills.
- Ability to work under stressful situations.
- Ability to work independently and perform assignments via oral and written instructions.
- Ability to deal professionally and courteously with the public and police personnel.
- Ability to operate a two-way police radio.

Minimum GSU Hiring Standards
High school diploma or GED, no felony convictions. Must be able to pass a thorough background investigation and take a pre-employment drug screen. Six months dispatcher experience and community service experience preferred.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.