Georgia State University

Job Specification

Job Title: Public Safety Dispatcher III

BCAT Code: 09TX66
Pay Grade: G11
FLSA Status: Non-Exempt
Effective Date: April 1, 2007
Revision Date: July 1, 2013

General Description
Performs advanced level work in the Police Communication Center.

Examples of Duties
- Works with all Public Safety Officers and administrative personnel.
- Follows standard policies and procedures with a high level of independence.
- Determines the nature of the call; handles emergency calls.
- Creates and maintains various administrative reports, logs, and forms for all calls, reports, or complaints according to standard police procedures.
- Maintains written and Computer Aided Dispatch (CAD) logs.
- Answers the emergency and non-emergency phones and radios in the Police Communications Center.
- Dispatches the appropriate personnel for reports of incidents or complaints, and/or routes the information to the appropriate agencies.
- Receives incoming telephone calls from callers seeking general information about school closures, department hours, etc. and makes the appropriate referral.
- Enters and receives data from the National Crime Information Center (NCIC) and the Georgia Crime Information Center (GCIC) computer network.
- Assists with the new hire training program, GCIC workbook certification program, and In-Service Refresher Training classes.
- Assists with monthly unit reports, GCIC monthly validation reports, and monthly employee schedules.
- Monitors dispatchers for quality customer service calls.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities
- Knowledge of the Georgia State University (GSU) campus.
- Knowledge of police dispatch procedures and the functions of a police department.
- Ability to communicate effectively verbally and in writing.
- 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 and two years of dispatcher experience, no felony convictions. Must be able to pass a thorough background investigation and take a pre-employment drug screen.

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.