



JOB DESCRIPTION

JOB TITLE: Phone Operator/Dispatcher	FLSA: Non-Exempt
Department: Security	Revised Date: 10/10/2024
Security Sensitive: Yes	Grade: A-12
Reports To: Director of Facilities	

Job Summary

Under general supervision of the Director of Facilities, is responsible for operating the central telephone system and the dispatch system for security offices.

Essential Functions

- Serves as switchboard operator for the central telephone system;
- Initial point of contact for trouble-shooting voicemail issues, resetting passwords and assigning voice mail boxes for new employees;
- Prepares and maintains records related to the central telephone system, such as monthly department call reports, listing of long-distance charges and directory assistance;
- Inform facilities regarding any alarm issues, including location and nature of call;
- Create signage for shipping and receiving, and holidays as needed (elevator issues, out of order signs, campus closed, etc.)
- Update online phone list for both campuses located on Galveston College website under Whitecaps Portal;
- Serves as WebEx Administrator setting up new employees with codes to establish their phone also make changes for current employees to add, remove phone lines as needed for a department.
- Send out how to operate phone system guide to new employees;
- Open/Unlock doors through online system;
- In the event of an emergency will lock down campus as directed (shooter on campus, chemical spill etc.) coordinate with officers with concerning location and details. Call 911 if necessary.
- Ability to operate PA systems for both campuses (code access along with proper verbiage);
- Dispatches campus security to situations as needed and requests FD/EMS as needed;
- Data entry for Security (Tickets, Parking Permits, etc.)
- Process fueling data from GISD for payment;
- Maintains knowledge of all streets, buildings, parks or other general information regarding the campus location;
- Acknowledges all radio messages transmitted from mobile units and takes appropriate action;
- Monitors CCTV system;
- Assists with shipping and receiving;

- Track mileage on all college vehicles;
- Accompanies male facilities personnel when they are working in a female housing unit;
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Other duties as assigned.

Minimums Education, Skills and Abilities

- High School diploma or GED
- A minimum of two years experience in office, data entry or switchboard operation;
- One year experience in dispatching preferred;
- Ability to remain calm in emergencies;
- Ability to communicate effectively both orally and in writing;
- Customer service oriented;
- Bi-lingual preferred.

Work Environment

- Primarily sedentary in a climate controlled environment with little exposure to environmental or work hazards.

Special Requirements

- Ability to work evenings or weekends as requested;
- Subject to a criminal background check prior to employment.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? _____

Signature

Date