

Job Description



Job Title:	Communications Operator (Dispatcher)
Department:	University of Waterloo Special Constable Service
Reports To:	Shift Supervisor - Sergeant
Jobs Reporting:	None
Effective Date:	September 2017

Primary Purpose

The Communications Operator (Dispatcher) is responsible to the Director, UW Special Constable Service and provides complaint handling, dispatches calls for service as well as multiple other tasks for the University of Waterloo Special Constable Service. The Dispatcher will receive all calls for service to the UW Special Constable Service, assign appropriate resources and make appropriate notifications. Calls for service/ response are received by telephone, e-mail, in person, electronically through the security alarm or CCTV camera monitoring and/or the Private 911 system. This position also provides parking information to UW members and visitors after the parking office closes at the end of the business day. This includes responding to entry requests through the intercom with the gate control equipment and after hour's release of previously towed vehicles.

Key Accountabilities

Communications

- Answer all incoming calls to the Communications Centre including emergency 911 calls, non-emergency and administrative calls, general inquiries and emergency service requests (ambulance, fire, police).
- Prioritize calls, ie, emergency, non-emergency, administrative calls, and dispatch them accordingly.
- Monitor units by responding to all requests on the radio, from UW Special Constable Services, Parking staff and other radio users.
- Initiate an appropriate response that may include forwarding calls, dispatching Special Constables and referring callers to outside agencies.
- Gather information from callers through the use of clear questions, calm demeanor and empathy and where appropriate, collates data from various callers in relation to the same call.

Access and Safety

- Evaluate and initiate calls from the public, which requires a Special Constable response.
- Accept found property turned into the UW Special Constable office, which consists of creating a report and securing the item into an evidence locker. When people retrieve lost items, the incumbent makes arrangements for the item to be retrieved from the evidence locker and then creates a follow-up report indicating the item has been returned.
- Operate the CAD system by recording details of calls, dispatches, and messages to identify appropriate response, updates information and operates required computer software systems to fulfill related job functions.

Special Constable Service Administration

- Generate nightly requests to WRPS regarding occurrence numbers.
- Create a Daily Brief, giving the entire department a brief synopsis of daily events.
- Understand and utilize multiple operating systems and programs that make up the matrix of information required to maintain security of the campus.

Job Description



- Monitor Special Constables throughout the shift; keep status of Special Constables updated on computer.
- Make calls for additional assistance that Special Constables may require, such as ambulance, hospital, vehicle owner, tow truck, taxi, other Special Constables or departments.
- Remain current on policies, procedures and day-to-day campus changes.
- Create/open incidents, enter locations, enter caller and complainant information, verify and retrieve histories of previous incidents.

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- Law and Security diploma, graduate of Ontario Police College or equivalent education and/or experience.
- Current standard level of first aid certification and current basic rescuer level CPR.
- Must acquire and maintain a security clearance from Waterloo Regional Police.

Experience

- Experience in Police/Security operations environment an asset.
- Previous demonstrated ability dealing with people experiencing emotional distress.
- Experience dealing with highly detailed information quickly and accurately, in a high stress customer service environment.

Knowledge/Skills/Abilities

- Must be willing to work rotating shifts and overtime as required.
- Applicants must be willing to undergo an in-depth background/security check.
- Exceptional communication skills both oral and written.
- Proven ability to assess information, prioritize responses, and handle confidential information.
- Excellent computer skills using Windows O/S including word processing, Excel and e-mail.

Nature and Scope

- **Contacts:** The incumbent will work with public stakeholders as well as any internal staff, faculty and students. This includes visitors to campus, contractors, etc. There will also be a requirement to communicate with Law Enforcement Agencies.
- **Level of Responsibility:** Frequent interruptions may occur during the course of your shift, which will require superb multi-tasking skills. This position requires utmost discretion, as you will be dealing with sensitive and confidential information.
- **Decision-Making Authority:** This role escalates issues to Special Constables/Supervisors outside of norm, however is able to follow policies and procedures to handle a variety of issues on campus.
- **Physical and Sensory Demands:** Extensive attention to detail, accountable for answering phones in an office type environment. Highly sensitive and confidential issues/information are constant.
- **Working Environment:** Work as a Dispatcher can be stressful. Dispatchers work long shifts, take many calls, and deal with troubling situations. Frequent interruptions may occur during the course of your shift, which will require superb multi-tasking skills. Disruptions in lifestyle due to working 12 hour rotating shifts, 24 hours a day, 365 days a year, can/may affect the individual's dietary, sleeping, social and exercise patterns. Lack of control over work pace due to unpredictable, irregular and/or high call volumes.