

## Job Description

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<b>Job Title:</b>	Communications Operator (Dispatcher)
<b>Department:</b>	Police Services
<b>Reports To:</b>	Director, Police Services
<b>Jobs Reporting:</b>	none
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	September 11, 2017

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### **Primary Purpose**

This position is responsible to the Manager, Police Operations and provides complaint handling, dispatches calls for service as well as multiple other tasks for the University of Waterloo Police Service. The Communications Operator will receive all calls for service to the UW Police 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**

*List the major responsibilities of the job, divided into 3 to 5 broad categories. These should reflect 80 - 90% of "what" the job does not the "how". Insert a category heading and in bullet form below, state specific responsibilities.*

#### **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 Police, Parking and Shuttle Service staff.
- Initiate an appropriate response that may include forwarding calls, dispatching officers and referring callers to outside agencies.
- Gather information from callers through the use of clear questions, calm demeanour and empathy and where appropriate, collates data from various callers in relation to the same call.

#### **Access and Safety**

- Maintain key control for contractors, day and evening shuttle and ensures proper sign-out and in of keys.
- Evaluate and initiate calls from the public, which requires a police response.
- Accept found property turned into the UW Police 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

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fulfill related job functions.

### **Police Services 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.
- Monitor Officers throughout the shift; keep status of Officers updated on computer.
- Make calls for additional assistance that Officers may require, such as ambulance, hospital, vehicle owner, tow truck, taxi, other Officers 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.

### **Required Qualifications**

*If hiring today, what would be the required education, experience, knowledge, skills and abilities?*

#### **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.

#### **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.

**Must acquire and maintain a security clearance from Waterloo Regional Police.**

### **Nature and Scope**

- **Contacts:** This position 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. Position requires utmost discretion, as you will be dealing with sensitive and confidential information.
- **Decision-Making Authority:** This role escalates issues to Officers/Supervisors outside of norm, however is able to follow policies and procedures to handle a variety of issues on campus.

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- **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.