

TITLE: <u>Senior Communications Controller</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA537</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>10</u>	EEO CODE: <u>50</u>
	FLSA: <u>Non-Exempt</u>	E-CLASS: <u>SA</u>

POSITION PURPOSE

Monitor and participate in the receipt and dissemination of information in the Department of Public Safety regarding the need for assistance. Train lower level staff on performance of work routines using complex computer equipment. Incumbents are expected to handle stressful situations daily.

ESSENTIAL JOB FUNCTIONS

- Accept incoming calls for assistance. Answer 6 emergency phones; monitor the University and City of Detroit radio frequencies relating to emergencies; monitor alarm systems campus-wide; monitor close-circuit televisions.
- Relay emergency information to Public Safety Officers for response. Provide officers with complete and accurate information regarding assistance requests; assess urgency of emergency and dispatch appropriate personnel or otherwise offer assistance. Determine response priority.
- Provide work direction and training to lower level Communications Controllers. Instruct on the use of equipment, policies and procedures.
- Maintain, via computer, information pertaining to incoming calls requesting assistance. Update records on action taken. Dispatch information received via computer, FAX or teletype requesting University Public Safety Officers assistance by City of Detroit Police. Prepare reports relating to department activities and areas of campus with frequent calls for police assistance. Ensure accurate recording of activities by others.
- Perform general office duties. Type general correspondence; maintain office and crime files; receive and route emergency and non-emergency calls; gather background information on crimes and individuals for use by officers.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This classification level necessitates mastery of computer equipment and dispatch techniques in order to receive and respond to requests for police assistance and to train others. Duties are procedural in nature but an awareness of related duties is essential. Incumbents must search for solutions or new applications within an area of learned skills and are allowed to set priorities, subject to supervisory approval and review. Incumbents must utilize keen attention to detail and human relations skills in order to advise, train and influence the actions of others. Position duties consist of continuously monitoring equipment which alerts them to potential emergencies throughout campus. This subjects the incumbent to long periods of high level sensory attention with few breaks. Work is performed in an office setting. This classification is found in the Department of Public Safety and reports to and receives work direction from a professional or management level position.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent combination of education and/or experience.
- Ability to sustain concentration for extended periods of time.
- Ability to communicate effectively with others via telephone and radio.
- Extensive knowledge of criminal justice policies and procedures.
- Ability to prioritize work.
- Considerable experience using police dispatch equipment.
- Prior supervisory training or experience preferred.
- Willing to work variable rotating shifts, hours and days, including weekends, holidays and mandatory overtime.
- Ability to effectively communicate and exchange information. Proper pronunciation, enunciation, projection and diction and spelling skills.
- Ability to follow oral and written instructions.
- Ability to monitor and operate alarm systems, TV screens, computer terminals and radio systems.
- Alert, resourceful and flexible. Able to maintain composure and effectiveness in stressful work situations.
- Perform with keen attention to details and ability to accurately transcribe and/or transmit information.
- Must obtain security clearance. No felony convictions.
- Typically, incumbents have held lower level Communications Controller positions.