STETSON UNIVERSITY

JOB DESCRIPTION

POSITION TITLE: CLERICAL AID/DISPATCHER – Night Shift

JOB CLASS: Staff
SUPERVISOR: Director – Public Safety

CLASSIFICATION: Full Time
LOCATION: DeLand

SUPERVISORY: No
DEPARTMENT: Public Safety

POSITION OVERVIEW:
Under the general supervision of the Director – Public Safety, performs a variety of responsible tasks in receiving and dispatching calls-for-service, greeting and directing visitors, and general clerical duties. Work involves providing information to the public and the proper recording of service-related calls. Clerical tasks include filing, sorting, typing, record keeping and computer operations. Work is reviewed through conferences and written reports for adherence to established policies and procedures. Performs other work as requested.

QUALIFICATIONS, KNOWLEDGE AND SKILL REQUIREMENTS:
High school diploma or GED; supplemented by one (1) year of general office experience, preferably involving switchboard operations; or any equivalent combination of training and experience. Must possess and maintain a valid Florida driver’s license and an acceptable driving record and pass a standard background/security check. In addition, qualified candidate will have the following:

1. Knowledge of program associated with the dispatch function of Public Safety.
2. Knowledge of the structure and function of Public Safety.
3. Knowledge of the structure and function of the University.
5. Ability to greet fellow employees, students and the public on the telephone in a pleasant and courteous manner.
6. Ability to answer and dispatch calls with a clear, well-modulated voice.
7. Ability to remember names, locations and functions of offices and personnel served.
8. Ability to function well under stressful and emergency situations/conditions.
9. Ability to communicate messages accurately and in a clear, concise manner.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES:
(Note: These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position).

1. Answers telephone calls made to the Public Safety Department, determines the nature of the call, records it, and takes appropriate steps necessary to respond to the situation.
2. Answers telephone switchboard for the University, determines the nature of the call and transfers to the appropriate department.
3. Dispatches officers on service-related calls.
4. Delivers messages to Facilities Management employees via radio.
5. Monitors alarms and dispatches them accordingly.
POSITION TITLE:

6. Checks computer records for vehicle registration information when requested; enters vehicle registration information into computer; enters traffic citations; receives fines for traffic offenses.
7. Monitors and answers all calls received from the emergency telephones.
8. Types and maintains records for field contact for persons found trespassing on campus; maintains a record of telephone numbers.
9. Types a variety of correspondence and records; sorts and processes incoming and outgoing mail.

APPLICATION PROCEDURE: Please submit a letter of application, which addresses the qualifications, a resume, and/or application, with names, addresses, and telephone numbers of three professional references to Stetson University, Inc.; Office of Human Resources; 421 N Woodland Boulevard, Unit 8327, DeLand, FL 32723. FAX: (386) 822-7562 E-MAIL: humres@stetson.edu. Complete application, available online.

Stetson University is an Equal Opportunity Employer that affirms cultural diversity and inclusion as a core value of academic excellence at Stetson University. We are committed to achieving equal access in education, employment, and participation through the recruitment and retention of outstanding faculty, staff, and students from diverse backgrounds, and to meaningful academic and intellectual transformation in curriculum, research and service. We are dedicated to actions and policies that foster a community in which individuals with various identities, cultures, backgrounds, and viewpoints work together to create opportunities for engagement through rewarding and fulfilling careers and personal experiences in a culturally and racially diverse society and a globalized world. We strongly encourage members of historically underrepresented and economically-disadvantaged groups and women to apply for employment. Stetson University is an EEO, ADA, ADEA, and GINA employer.