

Job Description

Job Title: **Facilities Operator/Dispatcher**
 Job Family: **Central Administrative Support**
 Pay Program: **Classified**
 Prepared/Revised Date: **November 18, 2009**

Job Code: **1486**
 FLSA Status: **Non-Exempt**
 Pay Range: **G 21**
 Typical Work Year: **12 months**

SUMMARY: Responsible for monitoring, scheduling, receiving and logging all fire, life, safety, burglar, and HVAC alarms received by the central District 12 Communication Center. Duties include interpreting alarms; following District procedures to generate work orders or dispatch when appropriate, District Security personnel, public safety agencies and/or maintenance technicians. Provides telephone customer service regarding HVAC or security issues; receive, record, and provide reports from and for District security personnel. Monitors closed circuit television (CCTV); and maintains the department's phone directory and the card and code database for all District security systems users.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Monitor centralized computerized alarm system for all District buildings; receive and interpret fire, life, safety, HVAC and burglar alarms; follow District procedures to dispatch the appropriate District Security teams and/or public safety agencies.	D	65%
2. Answer phones to provide telephone customer service to District administrators, staff, and outside agencies regarding HVAC, emergency, crisis and security issues.	D	10%
3. Receive, record, and track abnormalities reported by District Security Officers on nightly rounds. Dispatch police, fire and/or on-call District maintenance personnel as needed.	D	10%
4. Monitor District closed circuit television (CCTV) and various HVAC systems and dispatch maintenance technicians as needed.	D	5%
5. Maintain and update the department's phone directory and the card and code database for all District security systems users.	W	5%
6. Perform other job-related duties as assigned.	Ongoing	5%
	TOTAL =	100%

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent.
- Must be a minimum of 18 years old.
- Courses in Microsoft Office and Internet Explorer or equivalent preferred.
- Minimum of 4 years general clerical experience.
- Minimum of 1 year experience in loss prevention or emergency dispatching.

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Critical thinking and problem solving skills.
- Ability to effectively communicate in both crisis and non-crisis situations.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to learn and operate department specific software.
- Ability to promote and follow Board of Education policies, Superintendent policies and building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people, including those from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Basic operating knowledge of and experience with personal computers and peripherals and any other department specific software.
- Operating knowledge of typical office equipment, such as telephones, copier, fax machine, E-mail, etc. required within 3 months after entering position.
- Operating knowledge of two-way radio required within 3 months after entering position.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

	POSITION TITLE	JOB CODE
Reports to:	Security Services Manager or Facilities Manager, Mechanical & Energy	3055 or 050301

	POSITION TITLE	# of EMPLOYEES	JOB CODE
Direct reports:	This job has no supervisory responsibilities.		

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- This job has no budgetary responsibilities.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

PHYSICAL ACTIVITIES:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		X		
Walk		X		
Sit				X
Use hands to finger, handle or feed				X
Reach with hands and arms				X
Climb or balance	X			
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

WEIGHT and FORCE DEMANDS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

MENTAL FUNCTIONS:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Compare		X		
Analyze			X	
Communicate				X
Copy		X		
Coordinate		X		
Instruct		X		
Compute		X		
Synthesize		X		
Evaluate		X		
Interpersonal Skills		X		
Compile	X			
Negotiate	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Wet or humid conditions (non-weather)	X			

WORK ENVIRONMENT:	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives (chemicals/bomb searches)	X			
Risk of radiation	X			
Vibration	X			

VISION DEMANDS:	Required
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	X
Color vision (ability to identify and distinguish colors)	X
Peripheral vision	X
Depth perception	X
Ability to adjust focus	X

NOISE LEVEL:	Exposure Level
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	