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# SPRING HILL

## COLLEGE

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*Forming leaders engaged in learning, faith, justice and service for life.*

Memo to: College Community  
From: Human Resources *PAD*  
Re: Open Position—PLEASE POST  
Date: August 5, 2021

Position: Communications Officer (Dispatcher)  
Department of Public Safety and Security

Summary Description: The Communications Officer will receive incoming calls to the College and communicate by telephone, Direct Connect, e-mail, and in person with various campus constituents. Position will serve students, faculty, staff, and visitors in a public relations/informational role. Communication Officers must speak clearly, listen closely, and work under stressful situations. This position performs a variety of complex and responsible communications and data entry duties, and performs related work as required. Communication Officers work a rotating schedule consisting of 8-hour or 12-hour shifts and additional special assignments, as needed.

Description of Duties/Responsibilities:

*Essential Functions*

1. Answers all incoming telephone calls to the college in a professional and courteous manner, including elevator and emergency telephones, and routes calls to appropriate office.
2. Operates radio and other types of communications equipment.
3. Performs all necessary ACJIC/NCIC/LETS duties. For example, the employee will check databases for DMV information, wanted persons, etc.
4. Determines nature and location of emergencies, analyzes degree of help needed, prioritizes and dispatches public safety officers as needed.
5. Maintains Dispatch log and collects pertinent information at the gate from those entering the campus; completes and maintains administrative forms, and provides written reports, as directed.
6. Controls vehicular access to the campus after gate closure hours.
7. Monitors security cameras on campus.
8. Monitors and maintains the Fire Alarm Computer.
9. Comforts and calms emotionally upset individuals.
10. Talks with families of students.

11. Promotes a positive image of the College by providing assistance to students, faculty, staff, and visitors, including giving directions, providing information regarding campus locations/facilities/activities, and rendering aid within the Officer's means, as requested.
12. Requires the ability to work unsupervised and within a framework of specific guidelines.
13. Notifies other campus departments of needed emergency repairs.
14. Notifies the Director of Public Safety, Chief of Police, and other administrators of emergency situations.
15. Monitors changing weather conditions.
16. Maintains campus lost & found.
17. Must handle confidential matters with appropriate discretion.
18. Performs other essential duties and tasks of the College as required.

#### *Marginal Functions*

1. Establishes good public relations with the campus community and various public sectors, exemplifying the high standards of Spring Hill College.

Required Knowledge, Skills, and Abilities: Individuals must possess these knowledge, skills, and abilities or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Familiarity with or sincere interest in learning about the mission of Spring Hill College and the meaning of a Jesuit education, thus enabling the employee to support and strengthen the Jesuit, Catholic mission of Spring Hill College.
2. Ability to recognize the dignity of every individual without any form of discrimination or harassment, treating all with care and respect while valuing our differences.
3. Ability to work under pressure, exercise good judgment and make sound decisions in emergency situations. Ability to remain calm and effective under heavy work load and in emergency situations.
4. Ability to anticipate and resolve problems using mature and sound judgment.
5. Knowledge of factual and sequential recall principles and procedures.
6. Ability to identify alternative courses of action.
7. Ability to set priorities.
8. Ability to communicate tactfully and effectively in both oral and written form; ability to write legibly, using proper grammar and spelling; ability to be tactful and courteous with the public in person and over the telephone.
9. Ability to perform as a dispatcher and information operator.
10. Knowledge of and ability to access ACJIC/NCIC/LETS data as required to accurately perform job duties.
11. Ability to establish and maintain effective working relationships with others.
12. Ability to maintain files.
13. Basic personal computer skills to access word processing and email functions; ability to accurately prepare and submit computer-generated reports in a timely manner.
14. Ability to acquire knowledge of the local streets, buildings, and offices.
15. Ability to physically access all areas of campus, including all areas of its buildings and grounds.
16. Ability to understand and carry out oral and written instructions.

17. Ability to work a minimum of a 37.5- or 40-hour week or a flexible schedule as required, including alternating schedules and occasional extended shifts. Some longer work weeks may be required.
18. Ability to work nights, weekends and holidays.
19. Ability to sit/stand for long periods of time.

Qualification Standards:

*Education:* Any combination of education and experience equivalent to completing the twelfth grade or any other combination of education, training, or experience that provides the required knowledge, skills, and abilities.

*Experience:* One year of prior experience demonstrating an ability to successfully perform the required duties and responsibilities of this position.

*Other Qualifications:* Must be willing to submit to background checks and any applicable drug testing. Must meet eligibility requirements to be granted systems access to ACJIC/NCIC/LETS systems per the CJIS Security Policy. Current certification for Adult/Child cardiopulmonary resuscitation (CPR), First Aid and Automatic External Defibrillators (AED) is required.

*Other Considerations:* This person is considered a responsible employee in accordance with College Title IX policies.

*Grooming and Appearance:* Spring Hill College seeks to maintain a neat and professional image at all times. All Communications Officers must wear black shoes with issued uniforms and maintain a neat, clean, and well-groomed appearance.

THE COLLEGE RESERVES THE RIGHT TO CHANGE, ADD, OR REASSIGN JOB DUTIES OR COMBINE POSITIONS, OR PORTIONS THEREOF, AT ANY TIME. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT AGREEMENT OR CONTRACT. SPRING HILL COLLEGE IS AN EQUAL OPPORTUNITY EMPLOYER.

Review of responses begins immediately; open until filled. POST-OFFER/PRE-EMPLOYMENT DRUG TESTING IS APPLICABLE. To apply, mail a cover letter and resume to: Personnel Office, Spring Hill College, 4000 Dauphin Street, Mobile, AL 36608. Send electronic submissions to: pdavis@shc.edu Spring Hill College Human Resources, 251-380-3063.