



SPRING HILL COLLEGE

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

Position: Communications Officer
Department: Public Safety and Security, Student Life & Campus Culture

Summary Description:

The Communications Officer serves as a critical member of the Spring Hill College Department of Public Safety and is responsible for receiving, prioritizing, documenting, and disseminating emergency and non-emergency communications for the College community. The Communications Officer supports campus safety operations through effective communication, emergency coordination, monitoring of security and life-safety systems, and professional interaction with students, faculty, staff, visitors, and external public safety agencies.

Communications Officers are expected to demonstrate professionalism, sound judgment, confidentiality, and the ability to remain calm and effective during emergencies and high-stress situations. Personnel assigned to this position support the College mission and the Department's commitment to maintaining a safe environment conducive to learning, teaching, and community engagement.

Communications Officers may work rotating shifts, including evenings, nights, weekends, holidays, emergency call-back assignments, overtime, and special event details.

Essential Functions

Emergency Communications and Dispatch Operations

- Receives and processes emergency and non-emergency telephone calls, radio traffic, alarm notifications, and requests for service in a professional and courteous manner.
- Operates department communications systems, including:
 - multi-line telephone systems,
 - two-way radio systems,
 - computer-aided dispatch (CAD) systems,
 - emergency notification platforms,
 - access control systems,
 - surveillance and security camera systems,
 - fire and life-safety monitoring systems, and related communications technologies.
- Determines the nature, location, and severity of incidents; prioritizes requests for service; and dispatches appropriate Public Safety personnel and outside emergency responders as necessary.
- Maintains accurate dispatch logs, incident documentation, activity records, and related administrative reports in accordance with departmental procedures and applicable reporting standards.
- Monitors campus fire alarm systems, emergency telephones, intrusion alarms, surveillance systems, and other life-safety equipment.
- Initiates emergency notifications, timely warnings, and other campus communications as directed by departmental supervisors or emergency management protocols.



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- Maintains communication and coordination with local, state, and federal emergency response agencies when appropriate.

Campus Safety and Community Support

- Provides professional customer service and assistance to students, faculty, staff, parents, visitors, and community members.
- Assists with access control and vehicular access management during designated campus closure hours or special events.
- Provides information regarding campus facilities, locations, procedures, and public safety services.
- Receives and appropriately routes reports involving:
 - suspicious activity,
 - welfare concerns,
 - mental health crises,
 - threatening behavior,
 - behavioral concerns,
 - and potential indicators of targeted violence, in accordance with departmental policies and threat assessment protocols.
- Notifies supervisory personnel and College administrators of significant incidents, emergencies, or operational concerns.
- Monitors weather conditions and disseminates emergency weather-related information in accordance with College procedures.
- Coordinates notifications for emergency maintenance or facility-related issues requiring immediate attention.
- Maintains Lost and Found property records and related documentation in accordance with departmental procedures.

Administrative and Professional Responsibilities

- Maintains strict confidentiality regarding criminal investigations, student information, personnel matters, medical information, and other protected or sensitive information in accordance with FERPA, College policy, departmental directives, and applicable state and federal law.
- Complies with all Department of Public Safety policies, procedures, directives, and supervisory instructions.
- Demonstrates professional conduct consistent with the Spring Hill College Department of Public Safety mission, ethical standards, and Jesuit values.
- Successfully completes all required departmental training, certifications, and continuing education requirements.
- Maintains dependable attendance and punctuality consistent with departmental operational needs.
- Performs other duties and special assignments as directed by supervisory personnel.



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Required Knowledge, Skills, and Abilities:

Candidates must possess the following knowledge, skills, abilities, or the demonstrated capacity to successfully perform the essential functions of the position with or without reasonable accommodation:

- Knowledge of or willingness to support the mission and values of Spring Hill College and its Jesuit educational tradition.
- Ability to communicate clearly, effectively, and professionally both verbally and in writing.
- Ability to remain calm, organized, and effective during stressful or emergency situations.
- Ability to exercise sound judgment and decision-making under pressure.
- Ability to multitask while maintaining attention to detail and accuracy.
- Ability to prioritize competing demands and respond appropriately to rapidly changing situations.
- Ability to maintain confidentiality and handle sensitive information appropriately.
- Ability to establish and maintain effective working relationships with students, employees, law enforcement personnel, emergency responders, and the public.
- Ability to learn and operate communications, dispatch, records management, and security systems.
- Working knowledge of computers and proficiency with standard office software, email systems, and departmental technology platforms.
- Ability to prepare accurate reports and documentation in a timely manner.
- Ability to understand and follow oral and written instructions, departmental directives, and emergency procedures.
- Ability to physically access all areas of campus, including buildings, grounds, stairways, and remote locations.
- Ability to sit, stand, and perform communications duties for extended periods of time.
- Ability to work flexible schedules, including nights, weekends, holidays, overtime assignments, and emergency call-back situations.
- Must possess reliable transportation to and from work and be capable of reporting to duty during emergency situations, severe weather events, or operational call-backs.
- Demonstrate integrity, professionalism, sound judgment, and suitability for work in a public safety environment.

Minimum Qualifications:

- High school diploma or equivalent required. One (1) year of experience in customer service, office operations, communications, call center, or a related field.

Preferred Qualifications:

- Associate degree or higher
- 1 year experience with public safety, communications, dispatch, emergency management, or crisis response experience preferred.



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Certifications

Must successfully complete all required departmental training, including but not limited to:

- CPR,
- First Aid,
- AED,
- Emergency communications training,
- and other training as assigned.

Additional dispatch or emergency communications certifications may be required by the Department.

Background Requirements:

Must successfully pass:

- criminal background investigation,
- reference checks,
- and applicable pre-employment drug screening requirements.

Communications Officers are civilian/non-sworn personnel and are prohibited from carrying firearms or weapons while performing assigned duties unless specifically authorized by the Chief of Police/Director of Public Safety.

Uniforms and Appearance:

Communications Officers are required to maintain a neat, professional appearance consistent with departmental grooming and uniform standards. Employees shall wear authorized uniforms and equipment as directed by the Department of Public Safety.

Work Environment:

Work is performed primarily within a communications and dispatch center environment but may require occasional movement throughout campus during emergencies or operational needs. The position may involve exposure to stressful situations, emergency incidents, emotionally distressed individuals, and extended periods of computer and communications equipment usage.

Spring Hill College is an Equal Opportunity Employer that values inclusion, respect, and the inherent dignity of every person, consistent with our Catholic, Jesuit mission.

The College reserves the right to modify, reassign, or eliminate job duties and responsibilities, or to combine positions, or portions thereof, at any time, with or without notice.
This job description is not an employment agreement or contract.
