

NON-INSTRUCTIONAL POSITION REQUEST 2016-2017

Internal Use

#: 2016-03

Range 29

Requester Name: Sean Prather

SECTION 1: SUMMARY INFORMATION

Title of Position Being Requested:

Campus Safety & Security Communications Dispatcher

Indicate if this position or a similar position has been presented to RAC previously and in what years:

Yes - 2014

Position Will Reside in Division/Unit:

Business Services / Campus Safety

A Current or Proposed District Job Description is attached:

Yes

No

The position is:

New

Number of Hours per Week: 40

Number of Months per Year: 12

Increase for an existing funded position

From: 9 10 11 Months

To: 10 11 12 Months

OR From: % to %

New Categorically funded position (information only; position not ranked)

Number of Hours per Week:

Number of Months per Year:

SECTION 2: JUSTIFICATION

Position Description/Function:

Under general supervision, perform a variety of specialized office support and clerical duties in support of the Campus Safety Department at an assigned campus; coordinate office activities and provide administrative support to assigned staff; receive incoming calls including emergency calls for police, fire, and other emergency assistance; dispatch officers and inform other emergency service agencies as appropriate; and provide a variety of information and assistance to students, faculty, staff, and the general public relative to assigned area of responsibility.

Indicate To Whom Does this Position Reports:

Sean Prather

List other Personnel in the Unit:

Jeff Burns
 Jeff Nelson
 Joesph Dazhan
 Bruce Brown
 Michael Sugi
 Fankie Danner

Give historical perspective of the changing workload over a 3-5 year period:

Example:

<i>Workload unit 1 = # Bio/Chem lab students/semester</i>	>	<u>2010</u>	=	<u>900</u>
		<u>2015</u>	=	<u>1000</u>
<i>Change over time is:</i>			=	<u>11%</u>

Workload unit 1 = _____	>	_____	=	_____
		_____	=	_____
Change over time is:			=	_____

Workload unit 1 = _____	>	_____	=	_____
		_____	=	_____
Change over time is:			=	_____

Comments:

SECTION 3: LPC MISSION, MASTER PLAN, AND ACCREDITATION

LPC MISSION STATEMENT:

LPC is an inclusive learning-centered institution providing educational opportunities and support for completion of students' transfer, degree, basic skills, career-technical, and retraining goals.

LPC PLANNING PRIORITIES:

- ❖ Establish regular and ongoing processes to implement best practices to meet ACCJC standards.
- ❖ Provide necessary institutional support for curriculum development and maintenance.
- ❖ Develop processes to facilitate ongoing meaningful assessment of SLOs and integrate assessment of SLOs into college processes.
- ❖ Expand tutoring services to meet demand and support student success in Basic Skills, CTE, and Transfer courses.

Indicate how this position will have a positive impact on the LPC's Mission and Planning Priorities:

Currently Campus Safety has one full time dispatcher that works Monday – Friday, day time hours. This position would add a second dispatcher to the department that would work Monday - Friday in the evenings. This position will help the Campus Safety achieve its goal of having a minimal staffing level of two officers and one dispatcher on duty while students are on campus Monday thru Friday.

Indicate how this position will have a positive impact on LPC's Educational Master Plan:

By adding an adequate level of safety and security to the campus.

Indicate how this position will have a positive impact on Accreditation:

By adding a adequate level of safety and security to the campus.

SECTION 4: PROGRAM REVIEW AND IMPACT

Indicate how this position will have a positive impact on your Program Review:

In addition to the reason above, the Campus Safety Dispatcher will provide the campus community with a higher level of customer service by keeping the campus safety office open until the campus closes, students and staff will be able to access lost and found, pick up keys, etc.

Indicate other alternatives that have been considered in lieu of this position to meet programmatic demands:

None

Indicate the consequence of not funding this position:

Recently an outside security consult was hired to conduct an assessment of the college. In this report, it was stated that campus safety is under staffed and in the event of an emergency, campus safety would not be able to function adequately. It's imperative that the office be staffed so that all of the emergency systems can be utilized in a timely matter to keep the campus safe.

SECTION 5: COSTS*

Estimate Increase/Proposed Annual Salary Cost: \$ 42,715.00

Estimate Benefits Cost: \$ 21,357.50

Total Cost for Position: \$ 64,072.50

NOTE:

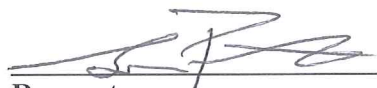
Full Time = 20-40 hours per week or 50% - 100%

Regular Hourly = 18 hours or less per week (<50%)

**Costs: For accurate costs below, requestor must contact College Administrative Assistant, Sharon Davidson, in the LPC Office of Administrative Services (ext. 1632).*

SECTION 6: REVIEWS

Signatures:



Requester

9-12-16

Date

Sharon Davidson

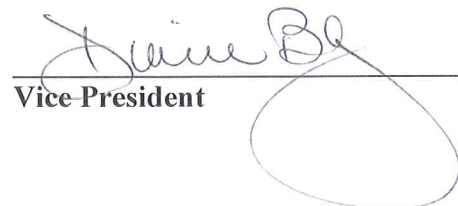
College Administrative Assistant
Office of Administrative Services

9/13/16

Date

Dean/Unit Administrator

Date



Vice President

9-29-16

Date

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

CAMPUS SAFETY & SECURITY COMMUNICATIONS DISPATCHER

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under general supervision, perform a variety of specialized office support and clerical duties in support of the Campus Safety Department at an assigned campus; coordinate office activities and provide administrative support to assigned staff; receive incoming calls including emergency calls for police, fire, and other emergency assistance; dispatch officers and inform other emergency service agencies as appropriate; and provide a variety of information and assistance to students, faculty, staff, and the general public relative to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Serve as receptionist for the Campus Safety Department at an assigned campus; receive office and telephone callers; provide material and information in response to requests for information related to assigned area of responsibility; convey telephone messages; refer callers to appropriate staff for further assistance as needed.
2. Receive and coordinate emergency and non-emergency calls for assistance from students and staff requesting police, fire, paramedic, or other emergency services; determine nature, priority, and location of emergency; dispatch campus safety and call other emergency units as necessary including Police and Fire Department/Paramedics; coordinate arrival of outside agencies and provide directions to appropriate location.
3. Operate two-way radio for direct communication with Campus Safety & Security Officers; radio dispatch Campus Safety & Security Officers to service calls, requests for assistance, and emergencies; dispatch Campus Safety & Security Officers as needed to escort students and staff.
4. Communicate with maintenance and operations staff to coordinate activities; report maintenance and parking lot problems to the Maintenance & Operation Department.
5. Monitor fire and intruder alarms and take appropriate action.
6. Order office supplies, materials, medical supplies, and operating equipment; maintain office and medical supply inventory; type requisitions for vendor services; track expenditures; verify all bills received to ensure accuracy and forward to appropriate staff.
7. Serve as liaison for college with the citation processing agency; assist agency with updating information on citations that have been issued; research citation information to find appropriate vehicle ownership or citations issued in error.
8. Coordinate the Hearing Appeal process; assist appellant in filing appeal forms; research individual cases; schedule hearings; mail hearing results to appellants; document court results; file all records.

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Campus Safety & Security Communications Dispatcher (Continued)

9. Assist with the issuance of parking permits to staff; provide technical support for students having difficulty ordering, activating, or printing online parking permits; prepare special parking permits for various special classes; respond to various organization's request for parking spaces buy-out.
10. Collect, prioritize, and obtain approval for key requests; coordinate with locksmith to process key request; receive and distribute keys to appropriate persons; update faculty and student key records; collect surrendered keys.
11. Issue and maintain Sonitrol codes; prepare badge cards; monitor CCTV/alarms.
12. Receive and maintain safe storage of campus lost and found items; catalog and log items received; attempt to contact owner of item; properly dispense uncollected items; maintain records.
13. Perform general clerical duties; type, word process, and proofread a variety of documents and forms including general correspondence, reports, and memoranda from rough draft, recordings, or verbal instruction.
14. Collect data and prepare and maintain accurate and up-to-date logs, files, and records for assigned areas; develop and monitor various logs, accounts, and files for current and accurate information including to establish and maintain daily log of all field calls and units dispatched, citations issued, incident reports, and officer activities for monthly statistics; file reports and other documents; organize and maintain filing systems including to maintain records and reports in a safe/secure filing system for permanent record keeping.
15. Utilize various computer applications and software packages; maintain and generate reports from a database or network system.
16. Operate office equipment including computer equipment, typewriter, calculator, copier, and facsimile machine.
17. Perform related duties as required.

MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Office assistance and support duties applicable to a campus safety department.
2. Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
3. Basic principles of business letter writing and basic report preparation.
4. Principles and practices used to establish and maintain files and information retrieval systems.
5. Principles, practices, and procedures of record keeping.
6. Basic principles and techniques used in public relations including methods and techniques of proper receptionist and telephone etiquette.
7. Basic mathematical concepts.
8. Work organization principles and practices.
9. English usage, grammar, spelling, punctuation, and vocabulary.

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Campus Safety & Security Communications Dispatcher (Continued)**

Ability to:

1. Perform a variety of office support and clerical duties and activities of a general and specialized nature for assigned campus safety office.
2. Understand and apply general administrative and office policies and procedures.
3. Learn emergency procedures and proper radio communication procedures and rules.
4. Learn geographic features and streets of the campus.
5. Receive and appropriately respond to calls for emergency service.
6. Effectively communicate with and elicit information from upset and irate callers.
7. Operate two-way radio equipment to dispatch and maintain contact with campus safety officers.
8. Respond appropriately to the needs and requests and inquiries from students, staff, faculty, or the public; effectively present information in person or on the telephone.
9. Remain calm and efficient in emergency situations.
10. Exercise good judgment and maintain confidentiality regarding critical and sensitive information, records and reports.
11. Use sound judgment in recognizing scope of authority.
12. Type or enter data at a speed necessary for successful job performance.
13. Compile and organize data and information.
14. Maintain filing systems.
15. Plan and organize work to meet schedules and changing deadlines.
16. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
17. Adapt to changing technologies and learn functionality of new equipment and systems.
18. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
19. Communicate clearly and concisely, both orally and in writing.
20. Establish and maintain effective working relationships with those contacted in the course of work.
21. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:

Equivalent to the completion of the twelfth grade.

Experience:

Two years of general clerical experience involving public contact.

License or Certificate:

Possession of an appropriate, valid driver's license.

Certificate of attendance or completion of State mandated course in Campus Security or P.O.S.T. training for dispatcher is highly desirable.

Possession of, or ability to obtain, First Aid, CPR, and AED certification.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in a standard office setting.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

6/19/01;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Maintenance and Operations