

POSITION VACANCY  
Full Time

POSITION: Switchboard/Dispatch Operator

GRADE: 24

SHIFT: Sunday – Thursday  
11:00 pm – 7:00 am

DEPARTMENT: Campus Safety and Security

LOCATION: D. Leonard Corgan Library

POSITION REPORTS TO: Campus Safety and Security Investigator

**JOB FUNCTION:** Responsible for the prompt receipt and dispatch of incoming and outgoing calls to their respective destinations. Responsible for monitoring and 911 response to all fire/trouble alarms on campus. Responsible for dispatching security staff to security/safety related incidents on campus. Responsible to assist other departments with video and card access situations as they occur.

This position is considered part of the essential personnel duties of the college.

**ESSENTIAL ELEMENTS:**

1. Answers switchboard in a prompt and courteous manner, enunciating clearly, audibly and distinctly.
2. Uses appropriate manner and tone of speech that is natural and pleasant and conveys to callers a “voice with a smile” image.
3. Shows a real interest in caller needs and a desire to be helpful.
4. May monitor the security video and reporting all individuals of a suspicious or questionable nature to the Security Officer on duty.
5. Monitors Emergency Alarm System on the Galaxy Access system for the college campus and notifies Security Officer on duty, and any other appropriate campus personnel if alarms are sounded or emergency lights are indicated.
6. Responds to Administration Building and Holy Cross parking lot gate phones to permit access by authorized vehicles.
7. Responds in a prompt manner to communications received or transmitted over the Security radio.
8. Issues and records keys usage and return of college vehicles and various student clubs.
9. Ability to handle calls of an emergency nature, recording necessary pertinent information relating to the incident in the Report Executive System.
10. Providing information to callers regarding college activities, for referring requests for information to knowledgeable persons when information is not known.

11. Schedule may be adjusted in an emergency situation and/or for operational needs.
12. Appropriate use and management of a personal King's College email account.
13. Use and management of a personal King's College Web Advisor account.

**NON-ESSENTIAL ELEMENTS:**

1. Performs other duties or assignments as directed, requested or assigned.
2. Willing to cover shifts due to vacations and sick time.

**REQUIRED SKILLS, TRAINING AND EXPERIENCE:**

High school graduate. Responsible and reliable. The ability to relate well with people in a courteous and pleasant manner; ability to speak clearly and communicate effectively; ability to deal with emergency situations in a calm and effective manner.

**WORKING CONDITIONS / PHYSICAL DEMANDS:** Ability to sit or stand for long periods of time.

**INTERESTED APPLICANTS SHOULD COMPLETE AN APPLICATION AND  
EMAIL IT TO [hrjobs@kings.edu](mailto:hrjobs@kings.edu).**