

## JOB DESCRIPTION

POSITION: Desk Attendant/Switchboard/Dispatch Operator (FT)

GRADE AND SALARY: 23

DEPARTMENT: Security

LOCATION: King's College Campus

POSITION REPORTS TO: Security-Day Shift Supervisor

### JOB FUNCTION:

**Switchboard/Dispatch Operator** -- 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.

**Desk Attendant** -- Provides element of security to Campus Hall(s). Responsible for controlling access into Campus Hall(s).

**Desk Gym** -- Provides Security into facility assuring access permitted only by authorized persons.

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

### ESSENTIAL ELEMENTS:

#### **Switchboard/Dispatch --**

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. Maintains taxi fund for medical emergencies of an ambulatory nature.
6. Monitors Emergency Alarm System on the CCure Card 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.

7. Responds to Holy Cross parking lot gate phone to permit access by authorized vehicles.
8. Responds in a prompt manner to communications received or transmitted over the Security radio, remembering to utilize proper Security codes.
9. Issues and records keys usage and return of college vehicles and various student clubs.
10. Ability to handle calls of an emergency nature, recording necessary pertinent information relating to the incident in the Report Executive System.
11. Providing information to callers regarding college activities, for referring requests for information to knowledgeable persons when information is not known.
12. Schedule may be adjusted in an emergency situation.

#### **Desk Attendant -- Halls --**

13. Checks all identification cards of students, guests, and visitors upon their entrance into a Campus Hall. Updates visitor logs and assists visitors and students.
14. Thorough knowledge of college policies, rules, and regulations pursuant to personnel, security manuals.
15. Periodically checks fire alarm procedure and other emergency requirements.
16. Is courteous and establishes good public relations with all persons coming in contact i.e. faculty, staff, students, visitors and general public.
17. Distribution of student mail.
18. Deals with emergency situations by contacting appropriate college personnel and departments, such as Security Services and the Director of Residence Life.

#### **Desk Attendant -- Gym --**

19. Thorough knowledge of college policies, rules, and regulations.
20. Checks all identification cards of students, faculty and guests upon their entrance into Scandlon Gym or Recreation Center.
21. Maintains accurate records of facilities used, and security closing log.
22. Deals with emergency situations by contacting appropriate college personnel and departments, such as Security Services or Department Heads.
23. Establishes good public relations with all persons using the Scandlon Gym facilities.
24. Secures premise at the end of tour of duty.

#### **Schedule: Various Days and shifts**

##### **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. Ability to resolve physical disputes, if necessary.

**INTERNAL APPLICANTS PLEASE SUBMIT APPLICATIONS BY 3/8/2022**