

SAFETY CONTROL DISPATCHER II

DEFINITION

Under the direction and general supervision of the Chief of Safety & Security, performs a variety of general support duties related to Safety and Security matters for Rialto Unified School District. Responsible for receiving incoming calls for service, which may include RUSD school sites and facilities, District Patrol, local law enforcement, code enforcement agencies; emergency assistance and dispatching necessary units; performs support duties related to dispatch activities record keeping, data entry, typing and filing; performs skilled work reporting all incident and system trouble alarms to the appropriate department supervisors; responsible for operating SONIP System Administrator; provides support and training to other operators; and performs other related work as assigned and/or required.

ESSENTIAL DUTIES

- monitors the District's Energy Management and fire alarm, including video and incident alarm systems
- contacts supervisors, duty officers, or any appropriate emergency agencies regarding incidents
- generates search reports and documents daily incidents such as vandalism, graffiti and any related damage to buildings
- submits maintenance work orders as required to repair all defective and/or malfunctioning equipment on the Energy Management, video and incident alarm systems
- downloads new data and upgrades to site monitoring systems
- maintains contact status and location of District Patrol Officers during their field assignments
- receives non-emergency and emergency calls from District facilities, school sites, and the public requesting Patrol Officer assistance with District related matters; determine nature and location of incident, determine priority, and dispatch units as necessary, and in accordance with established department procedures
- issues Incident Report Number (IRN) upon officer request for all incidents requiring a report to be written
- maintains a Daily Shift Incident Log, with entries legibly printed or typed
- retrieves data on students in the Student Information System to relay information to assist Patrol Officers with proper identification of students during field contacts (i.e., truants, missing, or trespassing etc.)
- provides support service to District Transportation Department as it relates to school bus incidents (i.e., passenger incidents; traffic accidents; safety or emergency medical response) during regular or after business hours
- contacts local law enforcement, fire department, code enforcement, and Humane Society regarding any incidents requiring assistance
- maintains appropriate documents relating to District safety activities
- monitors and logs surveillance of all RUSD, and the park's video surveillance systems for the City of Rialto parks
- monitors the District fire alarm systems, prepares documents/reports regarding fire system

QUALIFICATIONS

Knowledge of: Operates a variety of equipment as required (i.e. telephone, cell phones, radios, computers, video monitors, back up servers, alarm and fire system, SONIP security etc.); knowledge of departmental policies and procedures for service requests, knowledge of geographic features and streets within the area served, general knowledge and use of radios ten codes, and able to learn frequently used Penal Codes, Vehicle Codes, Health & Safety Codes, and Welfare & Institutions Codes

Ability to: Use Windows based computer programs to create a variety of spreadsheets, reports, and documents; able to adapt to training requirements to develop and maintain the skill sets to effectively operate with upgraded software and technical equipment that is essential to duty functions; must be able to multi-task and work alone, exercise good judgment and make sound decisions in emergency situations. Effectively and courteously deal with the public. Communicate clearly and concisely, both orally and in writing; establish and maintain effective cooperative working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

The physical requirements indicated below are examples of the aspects that this position classification must perform in carrying out essential job functions.

- will frequently exert 10 to 20 pounds of force to lift, carry, push, pull, or otherwise move objects
- will sit most of the time, but may walk or stand for brief periods of time; will occasionally be required to bend, stoop, crouch, kneel, reach above shoulder level, and/or to ascend and descend a step stool or step ladder
- must be capable of perceiving the nature of sound
- must possess visual acuity and depth perception
- must be capable of providing oral information, both in person and over the telephone and other communication devices
- must possess the manual dexterity to operate business-related equipment and to handle and work with various objects and materials

Reasonable accommodation may be made to enable a person with a disability to perform the essential function of the job.

EXPERIENCE AND EDUCATION

Experience: Two years of general clerical experience, and four years of experience in the incident and video monitoring field. One year of telephone and/or dispatch experience is desirable. Experience in Energy Management Systems is desirable.

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Education: Verification of High School diploma, a GED certificate, or a higher degree. Supplemental course work or training in security and EMS monitoring systems is desirable. A Sonitrol/Dispatcher operator's certificate is desirable.

License Requirement: Possession of a valid California Motor Vehicle Operator's License.

Condition of Employment: Insurability by the District's liability insurance carrier may be required.