Security Dispatcher

**BASIC FUNCTION:** This part-time employee is responsible for handling emergency and other inquiries for the university Campus Safety and Security department. Receives and dispatches emergency and other information between the campus community and on-duty university Security Officers.

- **QUALIFICATIONS:** High School diploma or equivalency preferred. Two to three years of relevant business office experience. Must be able to communicate clearly and have excellent verbal and writing skills. Possesses strong customer-relations skills and have the ability to work under high stress situations. Able to demonstrate the ability to multi-task when given complex work responsibilities. Strong computer skills essential. Physically able to act as a first responder in a crisis. Able to efficiently operate CCTV Camera and Security Access Control software, respond to all alarms, view and retrieve files upon request. As necessary able to capture data or video footage to create/distribute information as needed.

**GENERAL RESPONSIBILITIES:**

- Communicates and assists Security Officers in rendering assistance designed to protect the person, property and/or rights of individual students, faculty and staff, university facilities and the general public against injury, loss of property. Monitors alarm systems, security access devices, security cameras and dispatches officers and MERT personnel and contacts emergency authorities as needed.
- Screens office calls, visitors, provides information and assistance including responding to sensitive requests for information and assistance by Campus Security Officers; provides information, directions and assistance to campus visitors, etc. Researches information and assists the students, faculty, staff, vendors or visitors.
- Accurately and with great detail, gathers detailed information from both manual and computerized records and files for special reports, daily, radio, security and fire/safety incident logs to document all details for university records.
- Performs a range of operational support activities to include but not limited to office correspondence, maintenance of files, databases, records, and/or other documents; develops and maintains data, and performs routine analyses and calculations in the processing of data for recurring internal reports.
- May be cross trained as a Security Officer.

**SCHEDULE:** This is a non-exempt position – essential personnel/first responder position. The work schedule may vary and is planned to best provide coverage to the University. The incumbent must be flexible to meet the department’s needs which will include occasional weekends, holidays, and/or nights.

Application review will begin immediately and continue until the position is filled. Interested candidates may find an application in Room 228 of Hopkins Hall or may send a cover letter and resume via email to jzimmer@sbu.edu

*St. Bonaventure University is an Equal Opportunity Employer, committed to fostering diversity in its faculty, staff and student body, and strongly encourages applications from the entire spectrum of a diverse community. Applicants must be able to pass a criminal background check. Unless otherwise provided by law, a criminal record will not automatically disqualify an individual from employment.*