



## Job Specification

<b>Job Title: Security Analysis Dispatcher</b>	<b>FLSA Type: Non-Exempt</b>	<b>Date Established:</b>
<b>Department: General Services</b>	<b>EEO Code: 04</b>	<b>Date Revised:</b>
<b>Class Code: <span style="color: red;">TBD (8632020)</span></b>	<b>Reports To: Varies</b>	<b>Date Approved:</b>

### Job Summary

Under general supervision, monitor camera system, receives and processes emergency call box/phone calls, engage patrons through interactive, artificial intelligence (AI) and audible systems for public safety emergency services; and have charge of the GSD/Joe Louis Greenway Security team and communications operations.

### Essential Duties and Responsibilities *(may perform other duties as assigned)*

- Receives emergency call box calls from the patrons to prioritizes and processes them into a pre-established computer format for a concise event at a precise location.
- Instructs callers in the performance of urgent procedures prior to arrival of emergency services, as required.
- Assist and refer citizens' non-emergency calls to the appropriate agencies.
- Relays information and contacts appropriate agencies or personnel to resolve routine problems.
- Executes accurate and expedient public safety communications work in response to a high volume of emergency and non-emergency calls.
- Handles routine contacts with local Police/Fire/E.M.S. departments
- Operates the Telecommunications Device for the Deaf (TDD).
- Receives emergency service telephone calls from police officers and/or other authorized personnel.
- Transmits requests for immediate information received from public safety communicators, authorized personnel and radio field security units on incidents, medical emergencies, criminal/civil disputes, and routing inquiries.
- Receives computer print-out and routes to appropriate location.
- Operates dispatch, genetic CCTV monitoring, activity consoles and equipment.
- Dispatches GSD/JLG security field personnel.
- Performs related clerical work.
- Work in conjunction with Detroit Police Department/Highland Park/Hamtramck
- Assists new operators with on-the-job training.
- Brief shifts of activities and incidents occurring throughout the JLG/City of Detroit

### Qualifications (required):

- High school graduation or G.E.D.; preferably completion of two years of college with courses in criminal justice, public administration and/or computer science.
- Six months to one (1) year of experience in the use of, and familiarity with computer-aided dispatch and communication equipment.
- Two (2) years of customer service experience.

*Equivalent combinations of education and experience may be substituted to meet the education and experience requirements of this position.*

**Qualifications (preferred):**

- Prior dispatch and CCTV monitoring experience.

**Knowledge, Skills, and Abilities**

- Knowledge of office work, terms, and equipment.
- Knowledge of standard English grammar and spelling usage.
- Skill in typing, keyboarding, and performing clerical tasks with speed and accuracy.
- Skill in observation.
- Skill in communicating effectively, both orally and in writing.
- Skill in keenness to detail.
- Skill in operating a personal computer and using common office software.
- Ability to categorize crime and produce reports based on knowledge.
- Ability to act independently.
- Ability to type brief and concise verbal statements.
- Ability to concurrently perform multiple duties with accuracy.
- Ability to demonstrate visual and auditory acuity, and good speech and voice modulation.
- Ability to perform duties in stressful situations.
- Ability to demonstrate willingness to assume responsibility, and initiative and resourcefulness in performance of duties.
- Ability to demonstrate mental alertness and emotional stability.
- Ability to interact effectively with subordinates and the general public with tact and diplomacy.
- Ability to take direction from supervision.
- Ability to participate in and attain on-going training to remain current in work methods and procedures.

**Licenses, Certifications, and Other Special Requirements:**

Valid government issued identification.

**Physical Demands**

The work is characterized as sedentary. Typically, sit comfortably to do their work, conditions include operation and monitoring systems and camera integration. This position is in a 24/7 operation.

**Work Environment**

Work is performed in an open office setting with multiple workstations and involves continuous exposure to computer monitors and the use of hands free telephone computer technology. Work involves a high volume of telephone calls and extensive interaction with the general public. This position is in a 24/7 operation; must be willing and able to work any assigned shift.

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*The above statements reflect the general nature and level of work performed by employees assigned to this class. Incumbents may be required to perform job-related responsibilities and tasks other than those stated in this specification. Essential duties may vary from position to position.*

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