



Job Specification

Job Title: Security Analysis Dispatcher	FLSA Type: Non-Exempt	Date Established: 4/10/2024
Department: General Services	EEO Code: 5	Date Revised:
Class Code: 8632020	Reports To: Senior Service Guard	Date Approved:

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 Devise 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.

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.

Notes: