

NORTH ORANGE COUNTY COMMUNITY COLLEGE DISTRICT JOB DESCRIPTION

Job Title:	Receptionist/Dispatcher	Range:	33
Date Revised:		Date Approved:	March 14, 2023

PRIMARY PURPOSE

This position is responsible for receiving and dispatching calls for emergency and non-emergency services to and from campus safety officers; contacts outside emergency services for assistance when needed; receives and screens all incoming visitors and calls to Campus Safety. Responsible for administrative duties as assigned.

ESSENTIAL FUNCTIONS

Examples of essential functions are interpreted as being descriptive and not restrictive in nature.

1.	Receive, screen, prioritize and dispatch calls for emergency and non-emergency services to and from campus safety officers, divisions, departments, and external agencies. Communicate with outside emergency services for assistance when appropriate. Monitor and dispatch officers to alarms received and makes appropriate safety notifications; answer calls from campus wide emergency phone campus-wide, and immediately dispatch officers to the appropriate location. Responsible for campus wide switchboard/general phone line.
2.	Monitor local police and emergency frequencies via police scanners, surveillance cameras and notify campus safety officers and others of situations that may impact the campus. Responsible for campus communications related to campus safety matters, emergency situations, maintenance issues, property damage, etc.
3.	Maintain two-way radio communication with security personnel; relay emergency information and request for assistance; call police, paramedics, or fire in emergencies. Responsible for providing information relating to incident reports, daily logs, and other programs.
4.	Maintain a daily log according to CLERY reporting standards for all requests for services, responses and activity by Campus Safety. Responsible for communications, correspondence, record keeping, and other assigned administrative duties.
5.	Provide general, and departmental information and assistance to callers and visitor; Maintain reception counter; greet and assist all office visitors and provide information; assist staff as assigned.
6.	Perform detailed administrative duties in support of the division within established rules, laws, and regulations; coordinate daily activities to assure efficient operations; provide information requiring good judgement, knowledge, and effective communication of policies and laws. assist with special projects.
7.	Train and provide work direction and guidance to others as directed.
8.	Learn and apply emerging technologies and advances as necessary to perform duties in an efficient, organized, and timely manner.
9.	Participate in District/College efforts to increase the diversity of faculty and staff and to address student achievement gaps; active assistance in the creation of a welcoming and inclusive work and educational environment; attend and participate in diversity, equity and inclusion trainings and events.
10.	Perform related duties as assigned.

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OTHER FUNCTIONS

WORKING RELATIONSHIPS

The Receptionist/Dispatcher maintains frequent contact with District staff, faculty, students, and the public.

EDUCATION AND EXPERIENCE

Minimum Qualifications

High school diploma or GED and a minimum of two (2) years of secretarial, administrative, or dispatching experience OR equivalent college education and/or sufficient experience and training to demonstrate the knowledge, skills, and abilities listed below.

Commitment to diversity. All applicants must have demonstrated sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff. The applicant must be able to demonstrate how their experience with these factors relates to successfully achieving the goals of the position.

Desirable Qualifications

Prior experience in approaching work and interactions with colleagues and/or students in an equity minded manner. Ability to provide an inclusive and welcoming work/educational environment.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of operation of a telephone switchboard
 - Knowledge and fluency of radio codes
 - Knowledge of First Aid techniques
 - Knowledge of local, state, and federal laws
 - Knowledge of District operations, policies, procedures, and mission, values, and goals
 - Knowledge of current computer software applications
 - Knowledge of telephone techniques and etiquette
 - Knowledge of modern office practices, procedures, and equipment
 - Knowledge of maintaining files and records
 - Knowledge of interpersonal skills using tact, patience, and courtesy
 - Ability to assess situations accurately and determine appropriate action according to established guidelines
 - Ability to interpret, apply, and explain laws, rules, regulations, policies, and procedures
 - Ability to operate telephone switchboard
 - Ability to learn employee and office locations and extensions, organizations, and operations
 - Ability to train others in the proper operation of a telephone switchboard
 - Ability to operate a variety of office equipment such as computers, copiers, fax machines, etc.
 - Ability to understand and follow oral and written directions
 - Ability to work independently with limited direction
 - Ability to organize and prioritize work
 - Ability to complete work efficiently with many interruptions
 - Ability to communicate effectively, both orally and in writing
 - Ability to establish and maintain effective working relationships with others
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SPECIAL REQUIREMENTS

A valid California Driver's License

Certification of a 120 hours or more of Public Dispatcher Course or equivalent (must be obtained within six months from date of hire as a condition of continued employment)

First Aid and CPR Certification issued by the American Red Cross or equivalent (must be obtained within six months from date of hire as a condition of continued employment)

WORKING CONDITIONS

Office environment: subject to constant interruptions and frequent interaction with others; operation of a computer keyboard, requiring gross and fine finger manipulation of keyboards, equipment, and tools; travel to various locations; sitting or standing for extended periods of time (up to 2-3 hours); read a variety of printed materials and information on a computer screen for extended periods of time; ability to lift, carry and/or move objects weighing up to 25 pounds.