



BROWN

**Brown University
Department of Public Safety
Job Description for Communication Control Officer/304**

Nature of Work

The Communication Control Officer is responsible for performing specialized work in receiving, routing and dispatching requests for services which come through the Communication Center; for maintaining as accurate status of all field units; for monitoring various radio frequencies; for maintaining and reacting to alarm systems; for maintaining specified logs; for initiating Communication Receipts and for performing routine clerical tasks. They shall be required to perform miscellaneous tasks as assigned.

Illustrative Examples of Work

- Must be able to operate the base station radio system in accordance with proper radio procedure and FCC regulations. The Dispatcher will receive information from and dispatch assignments to various field units concerning reported incidents of a criminal nature and/or requests for services.
- Must initiate CAD system input to handle all information coming into the Communication Center as a means for informing different sections/departments of a need for repair or follow-up, as well as keeping Department supervisors informed of all pertinent information.
- Must maintain a complete and accurate Radio Log for the tour of duty by means of data entry into the computerized CAD system.
- Must monitor and receive by radio, telephone, security and fire alarms, etc.; information relative to the public safety status of the University and surrounding community.
- Must be able to determine the significance of the communication and according to established policies and procedures, with considerable latitude for judgment, initiate action and communicate information to field officers and other appropriate officials and agencies prioritizing in the event of increased activity.
- Must maintain and prepare all logs and files as indicated, provide information to members and guests of the University; must maintain a professional demeanor at all times.
- Must control keys of various organizations per written procedures and maintain the integrity of the key cabinet working with the University Lock Shop.
- Monitor Providence Police and Fire Department radio frequencies and rebroadcast relevant information to patrol officers.

Qualifications:

- Must have a voice compatible in tone and diction with the radio and telephone systems and be able to communicate effectively and coherently over law enforcement radio channels while initiating and responding to radio communications.
- Must be capable of prioritizing tasks and handling a multiphasic position.
- Must have strong verbal communications skills and be able to effectively communicate with people, including juveniles, by giving information and directions.
- Must have strong typing/computer skills.
- Must be able to prepare reports, including sketches, using appropriate grammar, symbols and mathematical computations.
- Must be at least 18 years of age and have a high school diploma/GED.
- Must pass a physical examination administered by the University.
- Must not have any felony or serious misdemeanor convictions.
- Must pass a criminal background investigation.
- Must successfully pass this Department's Communication Control Officer training program.
- Must successfully complete a 12-month probationary period (6 months if promoted to position). An employee transferred or promoted from a part-time to a full-time position, or an employee transferred or promoted during the first twelve months of employment with the Department, shall serve a twelve (12) month probation in the new position.
- Must possess a willingness and ability to support a diverse and inclusive environment.