

Public Safety Office Manager/Dispatcher
San Mateo County Community College District
Posting Number: 2014667S
Position Title: Public Safety Office Manager/Dispatcher
Location: College of San Mateo
Department: Public Safety DIST (DEPT)
Position Number: 1C0470
Percentage of Full Time: 100%
FLSA: Non-Exempt (accrues overtime)
Months per Year: 12
Min Salary: \$64,500 (annual)
Max Salary: \$82,476 (annual)
Position Type: Administrative/Supervisory Positions

Who We Are:

The San Mateo County Community District is committed to achieving educational equity for all students. As outlined in the District's Strategic Plan, "success, equity, and social justice for our students are longstanding goals." The District's "Students First" Strategic Plan is focused on "Student Success, Equity and Social Justice." We provide students with a rich and dynamic learning experience that embraces differences — emphasizing collaboration and engaging students in and out of the classroom, encouraging them to realize their goals, and to become global citizens and socially responsible leaders. When you join our team at San Mateo County Community College District, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, classified staff, administration, students and community partners.

The College and the District:

San Mateo County Community College District is home to Cañada College, College of San Mateo, and Skyline College. All three of our colleges have been designated as Hispanic Serving Institutions. The District enrolls approximately 23,000 students, the majority of whom are from minoritized populations. Of the students within the District, 2.8% are African-American, 0.2% are American Indian, 16.4% are Asian, 10.4% are Filipino, 24.6% are Latinx, 1.6% are Pacific Islander, 24.0% are White, 17.8% Multi-Ethnic, and 2.2% are unknown.

Who We Want:

We value the ability to serve students from a broad range of cultural heritages, socioeconomic backgrounds, genders, abilities and orientations. Therefore, we prioritize applicants who demonstrate they understand the benefits diversity brings to a professional educational community. The successful candidate will be an equity-minded individual committed to collaborating with faculty, classified staff, administration, students and community partners who are also committed to closing equity gaps. The San Mateo County Community College District seeks employees who value mentorship and working in a collegial, collaborative environment, guided by a commitment to helping all students achieve their educational goals.

The Position:

This is professional work at the action level involved in security dispatcher services, supervision of non-academic staff, and administrative support for the Public Safety Department with an expectation of resolving problems and making independent decisions with minimum supervision. The Public Safety Office Manager/Dispatcher reports directly to the Public Safety Department Director/ Chief. The position is responsible for staffing the District Public Safety Communications Center, serving as the first point of contact for students, faculty, staff, guests, visitors, and affiliates of the District. The Public Safety Office Manager/Dispatcher exercises independent judgment while initiating and coordinating office procedures, work assignments of Public Safety Officers, and/or Public Safety Assistants in collaboration with the Public Safety Captains, and timelines in order to provide support for administrative unit, including analyzing situations accurately, and taking appropriate action in identifying problems and recommending solutions. This position is accountable for performing in a multi-tasked environment which calls for expeditiously, accurately, and simultaneously responding to all emergency and non-emergency requests and calls for service that come through the District Public Safety Communications Center (whether by telephone, text, radio, or walk-in).

Public contact is extensive, and involves college and District staff, faculty, students, vendors, other educational institutions, business and community representatives, regulatory agencies, and governmental agencies for the purpose of exchanging policy and procedural information. A high degree of independent judgment and creativity are required to resolve many minor and occasional major problems that arise, by selecting from among alternative procedures that are available. Consequences of errors in judgment can impact the safety of persons and the security of property, and can also result in loss of employee time. The Public Safety Office Manager/Dispatcher can supervise the work of Public Safety Officers, Public Safety Assistants, other clerical staff, volunteers and student assistants as assigned.

Upon hire, the person in this position will need to be able to work a swing shift schedule. The work schedule is subject to change based upon department needs.

Duties and Responsibilities:

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Recommends and assists in the development of administrative policies and procedures
2. Responsible for participation in the selection of Public Safety Officers, Public Safety Assistants, other clerical staff, student assistants, and volunteers; coordinates staff training and conducts performance evaluations in collaboration with Public Safety Captains
3. In collaboration with the Public Safety Director/Chief and Public Safety Captains, manages maintenance of departmental record keeping systems and reports to ensure compliance with legal requirements and departmental policies
4. Dispatches and records all incoming calls for service, while simultaneously monitoring and responding to various radio frequencies, telephone lines, life/safety/intrusion alarm systems, and security cameras
5. Manages and reviews Public Safety Officers' duty status (location, assignment, condition); assigns field units to new assignments on requests for service and in cases of emergencies

6. Makes public safety emergency notifications via telephone, UHF radio, mass text notification, emergency public address system, and email to disseminate to all District students, employees, and visitors
7. Attends all emergency preparedness and dispatcher training required of position
8. Exercises initiative and judgment in planning and maintaining a Public Safety Office department calendar to plan workload and manage District-wide events and meetings
9. Strategically plans, organizes, coordinates, and directs office workflow and makes workload assignments for public safety assistants, student assistants, and volunteers
10. Researches and compiles data for statistical, financial, and other reports, special projects, grant applications, contracts, correspondence, surveys, presentations, agenda materials, division/department programs and services, and other uses
11. Performs other related duties as assigned

Minimum Qualifications:

- Graduation from high school and completion of college courses or equivalent training in business administration, office administration, public administration, or administration of justice or a closely related field
- Successful general clerical experience of increasing responsibility
- Possession of a California Commission on Peace Officer Standards & Training (P.O.S.T.) Public Safety Dispatcher Course Certificate or ability to successfully obtain one
- Ability to communicate constructively and respectfully, including persuasive communication and giving clear and concise instructions while displaying a professional command presence
- Demonstrated cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff
- Proficiency in the use of a variety of computer software, including MS Office Suite for data entry, modification, and retrieval and to prepare correspondence and other written materials
- Possession of a valid California Driver's License (or the ability to obtain one) and the ability to drive throughout the District and off-site locations
- Possession of an American Red Cross First Aid and Cardiopulmonary Resuscitation (CPR) Certificate or ability to obtain certification upon hire
- Experience with research and compiling data for, formatting and preparing statistical, financial, and other reports
- Demonstrated skill in multitasking, prioritizing workloads, and working both independently as well as part of a customer service team

Knowledge, Skills and Abilities

1. Knowledge of office organizational procedures, including workflow, current office equipment, supplies, file systems, and computer applications
2. Skill in multitasking and workload prioritizing under deadline pressure, using independent judgment for decision-making
3. Skill in use of the Microsoft Office Suite, Adobe Creative Suite, and web-based content management systems such as computer aided dispatch systems
4. Skill in respectful, tactful, and sensitive interactions with people who are diverse in their academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds

5. Skill in project and event planning
6. Skill in oral communication, including public speaking and giving clear and concise instructions
7. Ability to communicate clearly and concisely, in English, both orally and in writing
8. Ability to exercise strong verbal communication skills, including voice enunciation, projection, articulation, control and command. Must project a voice compatible in tone and diction with the radio and telephone systems, including communicating coherently over law enforcement radio frequencies
9. Skill in written communication
10. Skill in training, directing, and leading the work of others
11. Skill in organizing data, setting up, tracking, and maintaining data in electronic and manual files
12. Ability to coordinate, anticipate, and resolve workload issues and problems
13. Ability to work effectively as part of a customer service team

Physical Requirements

This classification requires standing, sitting, walking, reaching, stooping, pulling, pushing, climbing stairs; visual comparison; exposure to potentially hazardous environments and sudden changes environment and surroundings; ability to drive a motor vehicle; and manual dexterity in order to perform the essential functions.

Preferred Qualifications

- Public Safety dispatch experience
- Public Safety Dispatch Basic Certificate (POST or other)

Benefits

Benefits include paid holidays, vacation and sick leave. The District pays all or a portion of monthly medical plan premiums (depending on the coverage) and pays all of the monthly dental and vision plan premiums for employees and eligible dependents. Additional paid benefits include life insurance, salary continuance insurance, and an Employee Assistance Program. Classified employees participate in the Public Employees' Retirement System, a defined-benefit retirement plan through the State of California. Optional tax-deferred 403(b) and 457 retirement plans are also available.

Posting Detail Information

Open Date: 09/24/2018

First Review Date: 10/15/2018

Close Date:

Open Until Filled: Yes

Special Instructions Summary

Required Application Materials

All applicants are required to submit:

1. A completed online District application form (go to <https://jobs.smccd.edu> to complete the application and to apply for this position).

2. A resume that details all relevant education, training, and other work experience.
3. A cover letter of no more than 3 pages that addresses the applicant's cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff as well as the applicant's qualifications as they relate to the requirements, knowledge, skills, and abilities listed in this announcement.

Candidates for interview will be selected from among those who most closely meet the requirements and knowledge, skills and abilities. Meeting the minimum qualifications does not guarantee an interview. As part of the interview process, candidates may be asked to demonstrate job-related knowledge and skills.

For questions related to this posting, please contact:

SMCCCD Office of Human Resources
3401 CSM Drive, San Mateo, CA 94402
Tel.: (650) 574-6555
Fax:(650) 574-6574
Web Page: www.smccd.edu/hr

Conditions of Employment

Prior to employment, the selected candidate will be required to complete the following:

1. Submit official transcripts (applies to all faculty or educational administrative positions)
2. Submit verifications of prior employment
3. Satisfactory references
4. Successfully being cleared for employment through the background checking process

In addition to background checks, the District may review publicly available information about a candidate on the Internet. If a candidate is aware of incorrect or inaccurate information that is available on the Internet, the candidate is welcome to address such an issue with the Office of Human Resources.

5. Present original documents for proof of eligibility to work in the United States
6. Approval of your employment by the SMCCCD Board of Trustees
7. Provide a certificate of Tuberculosis exam for initial employment.
8. Have fingerprints taken by a Live Scan computer (Clearance must be received prior to first day of employment). Please note that the California Education Code requires, in part, that community college districts shall not employ or retain in employment persons in public school service who have been convicted of certain felonies, a misdemeanor drug charge (including alcohol offenses) or misdemeanor moral turpitude (sexual offense) crime. However, consideration may be given to those whose drug convictions occurred more than five years ago. A conviction for other crimes may not necessarily disqualify you from the job for which you may be applying.

EEO Statement

The San Mateo County Community College District is an Equal Opportunity Employer that seeks to employ individuals who represent the rich diversity of cultures, language groups, and abilities of its surrounding communities.

Accommodations

Applicants who have disabilities may request that special accommodations be made in order to complete the selection process. Accommodation request forms and a copy of the Americans with Disabilities Act applicant procedures are available in the Office of Human Resources.

Annual Security Report

San Mateo County Community College District's (SMCCCD) 2017 Annual Security Report (ASR), required by the Clery Act, includes statistics for the previous three years concerning reported crimes that occurred on campus; in certain off-campus buildings owned or controlled by SMCCCD; and on public property within, or immediately adjacent to and accessible from SMCCCD. Our 2017 Annual Security Report also outlines various campus safety and security policies, such as those concerning crime reporting, prevention and response to sexual and gender violence, alcohol and drug use, crime prevention, emergency response and evacuation procedures, and other matters. The 2017 Annual Security Report is now available. The Annual Security Report also includes important tips to help every member of the community remain safe and avoid becoming a victim of crime. You can obtain a copy of this report by contacting the Department of Public Safety at the District Office or any of the three Campuses (650) 738-7000.

For more information or to apply, please visit <http://apptrkr.com/1300874>

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