



# MERCYHURST

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UNIVERSITY

501 East 38th Street  
Erie, PA 16546

814-824-2000  
800-825-1926

[mercyhurst.edu](http://mercyhurst.edu)

## **Communications Officer / Dispatcher - Part Time**

**Location:** Erie

**Department:** Safety

**Reports to:** Chief of Police

**Part Time**

**Classification:** Administrator

**Closes:** Open until Filled

### **SUMMARY**

Operate two-way radio and switchboard to receive and transmit information concerning Security/Safety department activities. Monitor fire and intrusion alarms, receive and route incoming phone calls, take emergency calls and properly dispatch patrols and emergency medical, fire and police providers and maintenance; must also be able to monitor cameras and review camera recordings as necessary

### **DUTIES AND RESPONSIBILITIES**

- Operate two-way radio and switchboard to receive and transmit radio and telephone messages to University Public Safety in accordance with Federal Communications Commission regulations and departmental operations procedure.
- Determine priority of calls received and assign calls to appropriate officers.
- Maintain daily log of all incoming and outgoing radio messages.
- Ensure radio logs adhere to the Federal Communications Commission regulations.
- Monitor fire, mechanical and intrusion alarms.
- Monitor cameras and review camera recordings as necessary
- Monitor doors and access control across campus
- Maintain excellent public relations through communications with public and other departments and agencies. Respond courteously to inquiries, provide information within scope of responsibility, refer calls as appropriate to other parties as well as be able to operate the University switchboard
- The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

## **EDUCATION AND EXPERIENCE**

- Preferred one year of experience in a related position to become familiar with dispatching procedures and accepted clerical practices involved in maintaining logs and files and in handling switchboard communications, cameras, and alarms.
- Work requires the ability to operate radio/console equipment and transmit information generally acquired through a high school education or equivalent combination of education and experience.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to handle multiple interruptions and adjustments to priorities throughout day.
- Ability to communicate effectively with diverse and sometimes irate individuals and to handle calmly and efficiently situations ranging from routine to emergency.
- Excellent memory and organizational ability, in order to set priorities, organize workload, handle multiple responsibilities, and meet deadlines.
- Ability to maintain a strict confidentiality
- Strong computer literacy with MS Office Suite (Word, PowerPoint, Excel...etc.) and accurate data entry skills.

## **WORK CONDITIONS**

Work is performed indoors in an office setting. The noise level in the work environment is low to moderate.

## **APPLICATION PROCESS**

Review of applications will begin immediately and continue until the position is filled. Send cover letter, resume and 3 work-related references to:

**Human Resources  
Mercyhurst University  
501 East 38th Street  
Erie, PA 16546  
[hrinfo@mercyhurst.edu](mailto:hrinfo@mercyhurst.edu)**

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**Candidates must be currently eligible to work in the United States.**