



CLASSIFIED
Job Classification Description
Equal Employment Opportunity

MADERA UNIFIED SCHOOL DISTRICT
PERSONNEL COMMISSION
APPROVED MOTION NO. 17-2023/24
DOCUMENT NO. 08-2023/24
DATED 08/16/23

SCHOOL SAFETY DISPATCHER

DEPARTMENT/SITE: Student and Family
Support Services

SALARY SCHEDULE: Classified Bargaining Unit

SALARY RANGE: 28

WORK CALENDAR: 225 Days

REPORTS TO: Director of Safety and Security

FLSA: Non-Exempt

PURPOSE STATEMENT:

Under the general direction of the Director of Safety and Security, the School Safety Dispatcher is responsible for providing support to the instruction process with specific responsibilities for processing radio messages and telephone calls; dispatching appropriate personnel in response to calls, and maintaining department records in accordance with mandated requirements. The incumbent in this classification provide the school community with a safe environment for students which directly supports student learning and achievement.

DISTINGUISHING CHARACTERISTICS

The School Safety Dispatcher is responsible for organizing dispatch activities and coordinating the flow of communications for the Safety and Security Department by assuring smooth and efficient dispatch operations.

ESSENTIAL FUNCTIONS, DUTIES, AND TASKS:

The following alphabetical list of functions, duties, and tasks is typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform other closely related or department-specific functions, duties, and tasks from those set forth below to address business needs and changing business practices.

- Answers radio and telephone calls for the purpose of providing information and/or dispatching appropriate personnel ensuring the security and safety of students, personnel, equipment and property on the school site.
- Collaborates with other District staff and community personnel (e.g. Madera Sheriff's Dept., Madera Police Dept., Madera Juvenile Probation, Child Protective Services, FBI, etc.) for the purpose of providing information and/or taking action regarding investigations, criminal activities, vandalism, etc. for the safety and security of the school site.
- Compiles a variety of data (e.g. incident reports, etc.) for the purpose of developing formal reports, conveying information and complying with mandated requirements.
- Maintains manual and electronic files and records (e.g. School Safety Officer's reports, restraining orders, etc.) for the purpose of providing up to date information and/or historical reference in accordance with established administrative guidelines and legal requirements.
- Monitors the Titan and Stopit Applications for activity and sends out emergency alerts through the applications.
- Participates in unit meetings, in-service training, workshops, etc. as required for the purpose of

- conveying and/or gathering information required to perform job functions
- Performs general clerical functions (e.g. copying, faxing, data entry, filing, etc.) for the purpose of supporting department functions.
- Prepares a variety of written materials (e.g. property loss reports, etc.) for the purpose of communicating information to others and complying with mandated requirements.
- Performs other related duties as assigned for ensuring the efficient and effective functioning of the work unit and the District, including various mandatory District trainings.

KNOWLEDGE, SKILLS, AND ABILITIES

(At time of application)

Knowledge of:

- Modern dispatch practices, procedures and equipment
- Operation of a computer and assigned software
- General clerical, record keeping and report writing techniques
- Federal, state and District policies and mandates related to work scope
- Interpersonal skills sufficient to deal with normal and possibly confrontation situations using tact, patience and courtesy
- Telephone techniques and etiquette
- Correct English usage, grammar, spelling, punctuation and vocabulary.
- Methods of collection and organizing data and information

Skills and Abilities to:

- Operate two-way radio and related security communications equipment
- Operate standard office equipment including utilizing pertinent software applications
- Maintain strict confidentiality of information according to established guidelines
- Dispatch and coordinate communications and personnel as necessary
- Exercise independent judgement and thinking when responding to calls/urgent communications
- Manage stress while remaining alert, calm and action-oriented in stressful situations
- Monitor multiple computer screens running various programs
- Interpret, apply and explain school and District rules, regulations, policies and procedures
- Prioritize responsibilities and meet established schedules and timeline and maintain a safe and orderly environment
- Complete work accurately and as directed with many interruptions
- Communication clearly with staff both orally and in writing
- Complete all required trainings as required for the position
- Work with a diversity of individuals and/or groups
- Learn District organization, operations, policies and objectives
- Establish and maintain cooperative and effective working relationships with others

RESPONSIBILITY:

Responsibilities include working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of some resources from other work units may be required to perform the job's functions. There is some opportunity to impact the organization's services.

JOB QUALIFICATIONS / REQUIREMENTS:

(At time of application and in addition to the Knowledge, Skills, and Abilities listed above.)

EDUCATION REQUIRED:

High School diploma or equivalent.

EXPERIENCE REQUIRED:

Two (2) years of experience working with youth and adults in an organized setting as an employee with a focus on law enforcement or security work; and one (1) year of clerical experience working in an office environment.

LICENSE(S) REQUIRED:

- Valid, current California Driver's license.
- Other certifications and training may be required

CERTIFICATIONS AND TESTING REQUIRED:

- Pass the District's applicable proficiency exam for the job class with a satisfactory score
- After offer of employment, obtain:
 - Criminal Justice and FBI Fingerprint Clearance
 - Negative TB test result plus periodic post-employment retest as required (currently every four years)
 - Pre-employment physical exam through District's provider at District's expense

WORK ENVIRONMENT / PHYSICAL DEMANDS:

(Must be performed with or without reasonable accommodations)

- Work is primarily indoors and requires sitting for extended periods
- Lift objects such as boxes containing documents weighing up to 35 pounds
- Bending at the waist, kneeling or crouching to file materials or access equipment, carrying, pushing and/or pulling
- Dexterity of hands and fingers to operate a computer keyboard and maintain paper files and documents
- Hearing and speaking to exchange information
- Visual acuity to see/read documents and computer screen