JOHNSON C. SMITH UNIVERSITY
JOB DESCRIPTION, MARCH 2026

JOB TITLE: SECURITY OFFICER/DISPATCHER
DEPARTMENT: PUBLIC SAFETY

FLSA STATUS: NON-EXEMPT/HOURLY

Under occasional supervision, maintains security at the University's main entrance, residence hall or other assigned post and patrols campus, performing general security duties to ensure the strict enforcement of state and local laws and University rules and regulations relating to public safety and welfare. Reports to the Chief of Police.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Receives and transmits normal and emergency radio and telephone messages pertaining to law enforcement, equipment, and personnel; dispatches law enforcement or other personnel and equipment in response to service requirements. Must transmit information accurately and timely; must be courteous.

Maintains logs and records on all radio dispatches received and transmitted. Must record information accurately, legibly, and in a timely manner.

Operates DCI/NCIC computer, secures and enters information on stolen vehicles, wanted and missing persons, driving and criminal histories, and other related information. Must be able to operate DCI/NCIC terminal to standards, and information transmitted must be accurate and timely. Issues keys and equipment left for pick-up to authorized University Personnel and maintains a log of the same.

Maintains an accurate log of keys and equipment issued to personnel.

Directs traffic for normal daily activities and special parking requests; provide vehicular safety for all faculty, staff, students and visitors; enforces all parking rules and regulations and standard operating procedures. Secures all parking requests; ensure that all traffic/ parking requests are addressed, fulfilled and staffed to provide vehicular traffic/ parking safety; ensures that protocol is followed timely and accurately.

Enforces parking rules and regulations pertaining to JCSU property; patrols parking areas and provide traffic control; tickets illegally parked vehicles and arranges the towing of illegally parked vehicles. Maintains consistent and accurate ticketing and towing of vehicles as needed per policy.

Provides information and assistance to faculty, staff, students, and visitors; demonstrates exceptional public relations skills; carries out established protocol and ensures parking accommodations for the University community. Possesses knowledge of parking rules and regulations and standard operating procedures pertaining to the University.

Performs Security Booth and residence hall/apartment front desk duties as assigned.

Responds to routine calls for assistance, including assisting stranded motorists, removing keys from locked cards, etc.; secures and opens buildings.

Participates in crime prevention and education meetings, workshops, programs, etc.

Works under stressful, high-risk conditions.

Attends required periodic training sessions and seminars; maintains required level of proficiency in the use of equipment.

Remains abreast of all applicable federal, state and local laws, and University rules and regulations.

Operates a motor vehicle, motorized transportation device, restraining devices, two-way radio and other police-issued equipment as well as a variety of other equipment including a telephone, security cameras, I.D. card programming, etc. Exercises care and safety in the use of equipment required to complete assigned tasks.

Interacts and communicates with various groups and individuals such as the immediate supervisor, co-workers, University department heads and employees, faculty, staff, students, parents, complainants, suspects, victims, witnesses, medical / hospital personnel, emergency response agencies, sales representatives, other local, state and federal law enforcement agencies, and the general public.

ADDITIONAL JOB FUNCTIONS

Performs related duties as required.

MINIMUM TRAINING AND EXPERIENCE

Requires a high school diploma or GED equivalent supplemented by desired training and one to two years of experience as a security guard or in law enforcement, or any equivalent combination of education and experience which provides the required skills, knowledge, and experience. Preferred valid state driver's license but not needed for certain jobs related to security work.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machines and equipment including automobile, radio, telephone, etc. Must be able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Physical demands are in excess of those for sedentary work; must be able to remain on feet for periods of time, stoop, kneel, crouch, lift, carry, push, pull, climb, balance, walk, run. Must be physically fit and able to defend one's self from attack or physical assault. Must be able to restrain, lift and/or carry adults of varying weights.

Data Conception: Requires the ability to compare and/or judge the readily observable functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communications: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisors.

Language Ability: Requires ability to read a variety of law books, policy and procedure manuals, equipment manuals, training manuals, etc. Requires the ability to prepare reports, records, etc. with proper format. Requires the ability to speak with and before others with poise, voice control and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic or schedule form. Requires the ability to learn and understand principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow and give verbal and written instructions. Must be able to communicate effectively and efficiently with persons of varying educational backgrounds and in a variety of technical and/or professional languages including law enforcement.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals and to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape; identify degrees of similarity or difference in shades, forms, etc.; and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes using office and other special equipment and to operate motor vehicles.

Manual Dexterity: Requires the ability to handle a variety of items, control knobs, buttons, switches, catches, tools, etc. Must have significant levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing in uncomfortable physical conditions and under stress when confronted with emergency, unusual or dangerous situations, or in situations in which working speed and sustained attention are make or break aspects of the job. The worker may be subject to danger or risk to a significant degree, or to tension as a regular, consistent part of the job.

Physical Communications: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has knowledge of the methods and organization of a University Campus Police department. Is able to work under stressful or dangerous conditions, often involving considerable personal risk or risk to others. Has knowledge of the structure, functions and inter-relationships of state and local law enforcement agencies. Has knowledge of up-to-date methods of law enforcement procedures. Has knowledge of protective, radio and other law enforcement equipment. Has knowledge of legal rights of accused persons and law enforcement. Has knowledge of criminal behavior and methods of operation. Is able to analyze problems that arise on the job and recommend solutions. Is able to assemble and analyze information and make written and oral reports concisely, clearly and effectively. Is able to comprehend, interpret and apply regulations, procedures and related information. Is able to communicate effectively with a wide variety of public and private groups and is persuasive in such communication. Has sufficient knowledge of other University departments to communicate with their representatives as necessary in carrying out duties and responsibilities. Has the ability to deal courteously, yet firmly and effectively with the public. Has knowledge of the layout of local roads and of the locations and characteristics of the various neighborhoods

and campus areas. Has the mathematical ability to handle required calculations accurately and quickly. Is able to react quickly and calmly in emergency situations. Has knowledge of the occupational hazards and safety precautions of the trade.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

SECURITY OFFICER/DISPATCHER

Created: 1999
Revised: 11/2009; 10/2012; 9/2018, 9/2022
Reviewed by: Walter Edwards

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Employee's Name/Date **Supervisor's Name/Date**