**Security Dispatcher**

**Westminster Canterbury on Chesapeake Bay**

3100 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Performs a full range of radio, telephone, and data entry operational duties in a 24-hour Campus Style setting. Receives and records incoming radio and telephone calls for assistance of general information, Health, Safety, Security, Police, Fire, Emergency and Family information.

Serve the community through Proper and respectful communication. Develop rapport with co-workers and community. Assists community residents and guests as necessary.

**RESPONSIBILITIES**

* Obtains information from callers (nature of call, location and extent of emergency).
* Dispatch necessary personnel and equipment to the scene and makes proper notifications within the department or other parties as required.
* Monitor activities of officers and determine availability for assignments; distribute assignments according to established procedure
* Process and prioritize incoming calls for emergency and non-emergency situations
* Prepare and maintain accurate records and logs of all radio transmissions, telephone calls and other records, such as files and information systems through the use of computer-aided dispatch software system.
* Operate a variety of advanced communications equipment including radio, multi-line telephone system, fax/printers and specialized computer systems, i.e., Fast Pass, Weather Systems, etc.)
* Ensure all communication equipment is functioning properly and communicates problem issues to appropriate authority at start of shift.
* Make emergency notifications of departmental and campus administration per departmental policy or as directed.
* Monitor fire and security alarms systems, and coordinate and direct appropriate response.
* Perform administrative and clerical functions related to work activities.

**QUALIFICATIONS**

* Must possess a High School Diploma, GED, or equivalent experience.
* Experience in Emergency Dispatch, Safety and Risk Management.
* The Westminster Canterbury department operates 24/7. This is a full-time position with occasional overtime required. Must be able to work 12-hour shifts and rotating weekends and or nights.
* Problem solving and analytical skills in the areas of safety and behavior change are required. Strong interpersonal, verbal and written communication skills in addition to teamwork are also critical for this position.
* Intermediate Word, Excel, Power Point skills, and Google applications are required.
* Physical Requirements:
  + Occasionally works outside of Security Welcome Booth, otherwise professional office environment.