Loudoun County Public Schools

HUMAN RESOURCES AND TALENT DEVELOPMENT
JOB CLASS SPECIFICATION

Certified: 3/1/2024

Dispatcher (Safety and Security)

Pay Scale: B
Level: 8
FLSA Status: Non-Exempt
Job Family: Safety and Security
Primary Location: Security Operations Center

Department Overview
The Superintendent's Office provides leadership and guidance to all school sites and administrative offices throughout the Division. The Office works closely with the School Board to interpret policy, assure compliance, and provide strategic direction to the Division to meet the needs of students, parents, families, employees and community members. Additionally, the Office is home to the Division's internal audit; ombuds; legal counsel; safety and security; strategic planning; and diversity, equity, inclusion, and accessibility operations.

Job Overview
The Dispatcher is a responsible position in the LCPS Security Operations Center. The LCPS Security Operations Center is operational 24-hours a day, 365 days a year. An employee in this position works as a team member with other dispatchers to fulfill the communications needs of LCPS and other County agencies. Such employees are responsible for all communications functions for school emergencies, burglar alarms, fire alarms, as well as after hour maintenance calls. This position is technical and routinely interacts with other employees, agencies, and citizens. Independent judgment is often used within established procedures. This position handles school emergency calls to LCPS Safety and Security, fire, rescue, and police.

Roles and Responsibilities
The following information is intended to describe the overall nature and scope of the work being performed. This is not a comprehensive listing of all responsibilities or tasks; work may differ and other work may be assigned when deemed appropriate.

- Responds to calls for services by telephone and radio communication about emergencies, facility hazards, accidents, and other incidents that involve LCPS property, personnel, students, and alerts initiated through automated monitoring of LCPS's cyber assets
- Maintains online operations status board to keep patrols, supervisors, and responders aware of on-going incidents, threats, notices, and alerts
- Maintains shift log, to include but not limited to: emergency calls, alarm activations, patrol activities, law enforcement requests for information, incidents involving LCPS property, personnel, students, and alerts initiated through automated monitoring of LCPS's cyber assets
- Monitors security cameras during emergency calls, alarms, special events, and requests for assistance

Qualifications
Below are the minimum qualifications for this job.

Education
High School Diploma or GED

Experience
Prior experience or training involving telecommunications, or an equivalent combination of education, training, and experience preferred

Licenses and Certifications

Knowledge, Skills and Abilities
- Proven self-starter, dependability, punctuality, and trustworthiness
- Ability to obtain computer proficiency, including typing, and knowledge of or ability to learn
- Ability to obtain and relay accurate information; and work well under pressure during emergency related incidents
- Excellent human relations, organizational and communication skills, patience, tact, and sound judgment
- Ability to prioritize and complete multiple time-critical tasks and to function calmly and efficiently under stressful conditions
- Excellent written and oral communications skills (English), good interpersonal skills, including the ability to communicate to security patrol officers, emergency responders, school staff, and the public

Physical Requirements
The following provides a brief description of physical requirements for this job:

While performing the duties of this job, the employee is regularly talking, expressing or exchanging ideas by means of the spoken word. The employee must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly. The employee must possess normal cognitive abilities including the ability to learn, recall and apply certain practices and policies. Frequently sitting and/or remaining in a stationary position for long periods of time. Exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Essential Personnel Disclosure

Employees who perform the responsibilities of this job are considered essential personnel. Essential personnel are designated employees who must report for work during a delay or emergency situations. A workplace emergency is an unforeseen situation that threatens the staff, pupils, or the public; disrupts or shuts down business operations; or causes physical or environmental damage. Emergencies may be natural or manmade. It is incumbent upon the supervisor to inform and confirm which essential personnel are required to work during emergency closings. Notification and confirmation of the expectation of essential personnel to report to work, or maintain as-needed status, will be executed with as much advanced notice as possible via in-person communication or email.

Equal Opportunity Employment
The Loudoun County School Board seeks to cultivate a high performing team of professionals focused on its mission and goals. The School Board values merit and excellence within its workforce and encourages the highest levels of professionalism for all its employees.

The School Board also recognizes and values the diversity of the students and broader community it serves and encourages diversity within its workforce.

The Loudoun County School Board is an Equal Opportunity Employer. The School Board does not discriminate against qualified applicants or employees on the basis of actual or perceived race, national origin, ancestry, color, sex, sexual orientation, gender identity, pregnancy, childbirth or related medical conditions, marital status, age, religion, disability, genetic information, veteran status or any basis protected by law.

ADA Accommodations Disclosure

Under the Americans with Disabilities Act (ADA), Loudoun County Public Schools is required to provide reasonable accommodations to qualified employees with disabilities, unless doing so would pose an undue hardship. Qualified employees are those who hold the necessary education, skills, and experience for the job; and who can perform its essential responsibilities, with or without an accommodation.

Remote Work Disclosure

The following guidelines apply to jobs and positions where employees have been identified as having the potential to work remotely. Remote work is defined as completing one's duties and responsibilities at a site other than one's assigned duty location. In order to be eligible for remote work privileges, an employee must have demonstrated consistent, positive performance and have the support and approval of their direct supervisor. In addition, these employees must have reliable high-speed internet and a designated workspace that allows them privacy while completing sensitive and confidential work. Employees who are non-exempt and are working remotely will work their regular scheduled hours and gain prior approval from their supervisor if they work more than 8 hours a day or more than 40 hours in a workweek. Remote work privileges can be amended, changed, or revoked based upon the performance of the employee, as well as the needs of Loudoun County Public Schools.