

CULVER CITY UNIFIED SCHOOL DISTRICT

CLASS TITLE: SECURITY COMMUNICATIONS TECHNICIAN

BASIC FUNCTION:

Under the direction of the Security Supervisor or Director, receives monitors, analyzes, and responds to emergency calls to the Districts' Security Communications Center through the operation of the Computer Aided Dispatching system to dispatch patrol units. Monitors surveillance camera, access control, and intrusion alarm systems.

DISTINGUISHING CHARACTERISTICS:

A Security Communications Technician exercises independent thinking and judgment when receiving and responding to calls and to signals from intrusion and other alarms in schools and offices; initiates, receives, and relays radio messages; and dispatches School Security patrol units.

A Security Communications Technician serves as a liaison between the Security Department, outside agencies, and the public, provides work direction to Security personnel during an assigned shift and participates in monitoring various security related systems.

A Security Communications Technician uses a two-way radio to receive, transmit, and relay information between Security and District Personnel, and the Security Communication Center.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Operates and monitors telephone and radio equipment to receive requests for assistance from school personnel and mobile units regarding criminal & school rule violations, and suspicious activities at district schools and property.

Monitors the Security Information Management System (SIMS) located in District schools and offices for intrusion alarm activity; inputs new data; updates existing data; makes reports on whether alarms are operating or malfunctioning; and submits requests for alarm service as needed.

Answers telephone inquiries, responds to reports of vandalism, break-ins, fires, and suspicious activities.

Elicits necessary information regarding routine and emergency situations and rephrases situations succinctly for computer aided dispatch calls to police, paramedics, and tow trucks.

Determines the urgency of emergency calls and dispatches Police patrol units and contacts other emergency response personnel such as other law enforcement agencies, fire departments, or medical units for support as needed.

Prepares summaries of information obtained from District Security and other agency Police Officers, posts data and maintains logs of calls, and prepares reports of incidents.

Imparts and disseminates approved information to the public and District personnel.

Retrieves information from various databases including the Student Database System (Aeries) to retrieve sensitive student data.

Performs specialized and technical clerical work involving an analysis of a variety of materials.

Monitors inventory levels of office supplies; orders, receives and maintains inventory of office supplies.

Prepares hourly and monthly payroll reports for security personnel; maintains payroll related records for security personnel recording absences, accumulated sick leave, vacation, overtime, extra duty pay and related information.

Maintains logs of calls.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Organization, operation, policies, and procedures of the School Security Department terminology and codes used by police and emergency personnel.

Use of a Computer Aided Dispatch system and Security Information Management System computer terminal for security alarm, access control and surveillance camera systems.

Geographic area and locations of schools and offices within the District Organizational hierarchy, key personnel, and respective responsibilities within the District Emergency procedures and safety practices implemented by the District.

Federal Communications Commission regulations pertaining to conversations permitted on two-way radio systems.

Characteristics and applicable history of a variety of district intrusion-alarm systems.

Data retrieval from various database systems including the District Computer Aided Dispatch system.

Correct English usage, spelling, punctuation, and grammar.

Standard office machines and equipment.

ABILITY TO:

Perform multiple tasks, exercise sound judgment, and make quick decisions in emergency situations.

Remain calm and exercise sound judgment in emergency situations.

Exercise discretion in the handling of confidential information.

Maintain a high level of production and work at a fast pace.

Memorize and apply security radio codes and terminology.

Quickly and accurately extract, summarize, and relay pertinent information and make concise log entries.

Accurately retain and recollect detailed information and maintain detailed records from a variety of sources.

Communicate effectively, both orally and in writing.

Deal tactfully with District employees and the public.

Perform routine clerical work.

Establish and maintain cooperative working relationships.

EDUCATION AND EXPERIENCE:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in radio communications and data entry. Two years of clerical experience performing customer service activities, preferably in a school district or security operation. Proficient use of Microsoft Word and other office related software.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person, on the telephone and for two-way radio transmission.

Seeing to read a variety of materials.

Sitting for extended periods of time.

Bending at the waist, kneeling or crouching to file and retrieve materials.

SPECIAL:

This job description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities.