Savannah State University
Position Description – Communication Officer

POSITION DESCRIPTION

Position Title:	Communications Officer	FLSA Status: Non-Exempt
Reports to:	Chief Communications Officer	
Department:	Public Safety	
Date Prepared:	June 4, 2008 (Revised)	

BASIC FUNCTION

Serves as the link between the police officers and the public to ensure safety and respond to their emergency needs.

NATURE & SCOPE

This position reporting to the Chief Communications Officer is the first response for officers, students, faculty and staff on non- emergency and emergency situations.

This position monitors telephone and radio for purposes of dispatching officers for medical, emergency or routine calls.

It is essential that this position maintain pertinent daily logs and process and file citations on a daily basis.

This position monitors alarms via computer, and also monitors overall campus surveillance.

It is important that this position assists in maintaining the Savannah State University Police Department in compliance with F.C.I.C. rules and regulations.

PRINCIPAL ACCOUNTABILITIES

- Dispatch police to designated area of emergency to help or prevent injury. Call for medical support
- Provides information on people and vehicles through the use of GCIC/NCIC.
- Notify appropriate personnel in case of emergency or disaster.
- Issues case file numbers, file, and process case reports.
- Process and file parking citations. Provide telephone numbers and information to the public.

SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED

This position requires four years of high school or GED equivalent. Applicant must have excellent customer service skills and high professional standards, including the ability to maintain confidentially of highly sensitive information.