**Student Dispatch Description**

**General Duties**

Present a positive and professional image of the university at all times

Position will be responsible for all dispatch tasks including:

* Dispatch Staff to appropriate locations as needed.
* Use the radio and telephone in a professional manner.
* Use assigned 10 Codes over the radio
* Relay work orders, messages, and information over the radio to complete daily assignments.
* Confer with customers and Parking Service staff to address questions, problems, and requests for service.
* Monitor personnel and/or equipment locations.
* Advise Parking Enforcement Personnel about traffic problems, motor assist, and information that are required to complete their daily assignment.
* Monitor camera’s in the garage, and assist permit and non-permit holders when a problem arises entering or exiting the garages.
* Keep accurate logs, to include:
  1. Motor Assistant logs on T2.
  2. Daily Dispatcher Logs,
  3. DR logs.
  4. Phone Logs (all long distance calls will be logged in)
  5. Maintenance Log.
  6. Gate vend log with accurate detail.
* Operate T2 and People Soft simultaneously to obtain vehicle information and enter data in the appropriate fields.
* Receive emergency and non-emergency calls for service, prioritizes calls, and dispatch appropriate staff to handle calls.
* Keep office clean at all times.
* Other Duties as assigned.
* When schedule to work you must be here. If for any reason call in 2 hours prior shift for coverage.

**Minimum Qualifications**

* Ability to provide exemplary customer service
* Ability to communicate clearly and concisely
* Ability to relay details accurately.
* Ability to determine priorities and handling high pressure situations
* Ability to type with high accuracy
* Have a minimum 2.0 GPA and be able to maintain it
* Current driver’s license with two years driving experience

**Preferred Qualifications**

* Strong attention to detail
* Ability to handle hectic pace and multitask
* Strong computer skills
* Strong communication skills
* High degree of adaptability for a constantly changing environment

**Knowledge, Skills and Abilities**

* Customer service oriented
* A positive and professional attitude
* Ability to problem solve
* Ability to be a team player
* Knowledge of parking policies
* Ability to work effectively with people from a variety of culturally diverse backgrounds
* Ability to multitask

**Special Information:**

* Must be willing to be cross trained in other Parking Services positions including enforcement.

**Mandatory Events:**

* Beginning of the semester trainings (held in August and January)
* Commencement (held in December and May)