Job Opportunities
University of the District of Columbia (UDC)

Position: Communications Specialist

Announcement Number: 07-53

Salary Range: AD-301-13/01-08 $29,670 – $37,573
Per Annum

Location: Van Ness Campus

Date: 07-30-2007

Areas of Consideration: Nation-wide

Closing Date: Open Until Filled

Responsible to: Supervisory Police Officer
Vice President, Public Safety and Emergency Management
University Operations

Brief Description of Duties

Operates the communications based station radio in accordance with proper radio procedures and FCC regulations. Receives information from, and dispatches assignments to, various field units concerning reported incidents and activity such as: suspicious or unusual circumstances, criminal and non-criminal activity, unauthorized activity, emergency and non-emergency calls for service, and various other public safety requests for service.

Manages several tasks occurring all at once (i.e.: answering simultaneous ringing phone lines and greeting customer walk-ins, while monitoring and maintaining communications with field units via the police radio frequency).

Distinguishes, prioritizes and dispatches multiple calls for service as appropriate to their nature/urgency. Maintains close consultation with the shift supervisor, particularly as it pertains to fielding matters of uncertainty, including keeping the shift supervisor immediately and continually informed on all aspects of activity coming through the Communications Center.

Performs data entry using the department’s automated records management system and computer aided dispatch (ARMS/CAD) for recording all shift activity. Completes various paperwork such as hard copy communications activity logs (in the event of system failure), work orders, referral forms, and other reports to be forwarded to appropriate divisions for follow up (i.e.: facilities maintenance, police administration).

(see reverse side)
Conducts receptionist duties such as greeting the customer and accurately fielding/routing customer complaints, questions, concerns and inquiries, whether by phone or in person, acting as first point of contact for the general public.

**Qualifications Required**

A bachelor’s degree or four years of general experience is required. One year of general experience must be equivalent to at least the next lower grade level. In addition, applicant must successfully complete dispatch training provided by the University.

All candidates will be considered without regard to race, color, religion, national origin, sex, age, marital status, personal appearance, sexual orientation, familial status, family responsibilities, matriculation, political affiliation, disability, source of income, place of residence or business.

The Residency Preference Amendment Act of 1988, D.C. Law 7-203, created a system which provides that any applicant for employment in the Career or Educational Services who is a bona fide resident of the District of Columbia may claim a residency preference at the time of application. An applicant selected for appointment based on District residency will be required to submit proof of bona fide District residency. Bona fide District residency must be maintained from the date of appointment to the position for five consecutive years.

This position is in the collective bargaining unit.

Please submit UDC Application and résumé to:

Ms. Hattie Rogers  
University to the District of Columbia  
Office of Human Resources  
Building 38, Suite 301  
4200 Connecticut Avenue, N.W.  
Washington, D.C. 20008