

Generic Title:	Security Communications Officer	Effective Date:	November 2014
Job Family:	Security-Transit Dispatch	Job Code / Job Grade:	679-TD/S4
Job Summary:			
Performs dispatch responsibilities for the University and offsite locations. Carries out duties such as: Dispatch, monitor and provide door to door rides to students, staff, and faculty.			
Principal Responsibilities:			
<ol style="list-style-type: none"> 1. Provides students and staff suitable transportation options within and around Yale campus using a fleet of bus, shuttle, and security escort vehicles. Coordinates walking escorts. 2. Coordinates and maintains ride share times and answers calls in a high volume, fast paced call center. 3. Utilizes Dispatching Software System that keeps Dispatcher in communication with fleet, provides a complete manifest for each vehicle, and also maintains customer and route information. 4. Assists drivers with any problems that may arise from route or scheduling changes, system issues, and emergency situations. 5. Manages and dispatches Special Services Shuttle system as well as handling any other extraordinary transportation requests or needs during special events around the campus community. 6. Maintains constant communication with drivers via two-way radio, telephone, and web based software. 7. May perform other duties as assigned. 			
Required Education and Experience:			
High school level education or equivalent and two years of experience in security, law enforcement, military police, or customer service; or an Associate's degree and two years of experience.			
Required Licenses or Certifications:			
The State of Connecticut License for Security Officer (Guard Card). Valid driver's license.			
Physical Requirements:			
N/A			