DISPATCH, EMERGENCY SERVICES SAFETY
NORTHEAST TERMINAL
Far Northeast
Hourly, benefits eligible with minimum hours
FTE: 1.00000
Salary Range: $24.500 - $26.900

Benefits For You:
Competitive Salary
Health, Dental, & Vision benefits within 30 days
District paid health care credits
Colorado PERA Retirement
Earn Holiday, Vacation, Sick and Personal time immediately
Employee Wellness Program
Professional Growth Opportunities
Great schedule for Work/Life Balance

Essential Functions and Objectives:
Receives emergency and non-emergency calls from administration, schools, members of the public, bus drivers, and District employees concerning students, accidents, community complaints, requests for information, requests for dissemination of information to other schools, groups, parents, or employees. Operates radio, telephone, and computer equipment to relay information or orders to proper District officials or first responders.

- Provides various support and conducts activities related to logistics, reporting, training, communications, and processes. Participates in the planning and implementation of new initiative.
- Assesses and troubleshoots escalated problems and applies expert understanding to resolve complex challenges of stakeholders; focuses on root cause identification in order to achieve systemic and sustainable improvement. Approves and documents exceptions for compliance record keeping and reporting.
- Ensures appropriate key stakeholder involvement in planning, goal-setting, and implementation to achieve buy-in of work products. Ensures purposeful, positive and professional interactions and relationships with all stakeholders; enables consistent application of work products across the district.
- Identifies opportunities for improvement, prioritizes, and recommends solutions to management. Implements approved enhancements to ensure consistency across the district. Identifies opportunities to reduce costs; analyzes available data, trends, and feedback, and ensures compliance with expectations for optimal operation and goal achievement.
- Evaluates incoming information and operates in a calm and proficient manner under emergency and crisis situations, making critical decisions independently.
- Receives emergency and non-emergency incoming telephone calls and dispatches applicable resources, including law enforcement, fire, and emergency medical services, ensuring adherence to protocols.
• Monitors and maintains multiple software programs that control security alarms, fire alarms, elevator alarms, imminent freeze alarms, supervisory alarms, AC power fail alarms, and water pump alarms
• Monitors and maintains cameras for all buildings
• Monitors all District Safe to Tell and Gaggle reports
• Provides after-hours assistance to transportation

Knowledge, Experience & Other Qualifications:
• Excellent computer skills with knowledge with Microsoft Office products including Word, Excel and Outlook
• Effective time management and organizational skills
• Effective communication skills, including excellent verbal and written communication skills
• Strong attention to detail
• Strong multi-tasking skills with the ability to handle multiple tasks in a fast-paced, high stress environment and operate multiple computers simultaneously
• The ability to make critical decisions independently and confidently
• Strong interpersonal skills
• Ability to handle sensitive and confidential matters and information regarding the District, students and citizens
• Demonstrated knowledge of telephone customer service skills
• Knowledge of industrial or school emergency response and reporting systems
• Ability to work any shift, 24 hours a day, 7 days a week, including working holidays and days where the District is closed due weather or other circumstances

Education Requirements:
• High School Diploma/GED is required
• Bachelor’s Degree is preferred

Physical & Environmental Conditions:

Other information:
The Safety and Security team strives to promote safe school communities by emphasizing Safety, Service and Enforcement. The Department provides a wide range of services that include armed patrol response, school based security, dispatch and communications, investigations, emergency preparedness, system specialists and administration. Our officers work closely with the Denver Police Department to ensure our schools remain safe for students and staff to learn and thrive. We incorporate the DPS Shared Values of Students First, Integrity, Equity, Collaboration, Accountability and Fun in everything we do and constantly look for opportunities to provide learning experiences outside of the classroom. Our officers are well trained on a variety of topics and we set high expectations for ourselves on being a service oriented department.
**Additional Information**

- Compensation Structures: [http://thecommons.dpsk12.org/Page/244](http://thecommons.dpsk12.org/Page/244)
- Employee must live and work with a permanent home address in Colorado while working for Denver Public Schools.

**About Denver Public Schools:**

Denver Public Schools is committed to meeting the educational needs of every student with great schools in every neighborhood. Our goal is to provide every child in Denver with rigorous, enriching educational opportunities from preschool through high school graduation. DPS is comprised of nearly 200 schools including traditional, magnet, charter and alternative pathways schools, with an enrollment of more than 90,000 students.