



EMERGENCY COORDINATOR I, #00022
(Working Title: Lead Communications Officer)

J. Sargeant Reynolds offers a variety of programs and services to the residents of the City of Richmond and surrounding areas. Our three major campuses serve over 19,000 credit students, and provide training for an additional 15,000 students through the Community College Workforce Alliance. Over the years we have educated more than 275,000 people in the Richmond area. Additional information is available at the College's Website: <http://www.reynolds.edu>.

The College is seeking applicants for the position of Emergency Coordinator I, Pay Band 3. This position will be assigned to Police & Security Services, Parham Road Campus, 1651 E. Parham Road, Richmond, VA 23228.

TYPE OF

APPOINTMENT: Full-time classified position with state benefits.

DUTIES:

To oversee the emergency police communications operations, to include: answering telephone calls from students, faculty, staff, visitors, and others; dispatching calls for service to police and security personnel; providing guidance and day-to-day assistance to emergency communications staff; and maintaining an accurate records management system. Position must ensure work unit functions with maximum efficiency and effectiveness on all shifts; communication officers perform duties in a professional, and courteous manner at all times; and prompt assistance is provided to students, faculty, and staff with the highest level of customer service. Position is required to work flexible schedules (morning, evening, night, holiday, or weekend shifts). This position is also considered "essential personnel" for inclement weather/emergency conditions, and will be subject to rotating schedules.

**QUALIFICATIONS
REQUIRED:**

Considerable working knowledge of radio codes and voice communications systems. Working knowledge of statute enforcement; safety and security concepts, principles, procedures, and techniques. Working knowledge of customer service practices and principles. Working knowledge of office practices and procedures. Demonstrated skill in the use of communication equipment, alarm systems, and security camera equipment. Demonstrated ability to lead and direct emergency communications staff, and follow and give oral and written instructions. Demonstrated ability to react appropriately in routine and emergency situations, to gather information and write factual reports, and to explain and ensure compliance with policies, rules, and regulations. Demonstrated ability to develop and implement communications policies and procedures. Demonstrated ability to communicate effectively, both orally and in writing, with a diverse population. Ability to work flexible schedules (morning, evening, night, holiday or weekend shifts). Successful completion of a background investigation is also required. Graduation from high school or equivalent. Must be able to successfully complete DCJS Dispatcher certification, as well as NCIC/VCIN certification within 6 months from date of hire.

**QUALIFICATIONS
PREFERRED:**

Emergency dispatching experience in a public service oriented organization is preferred. Experience in the operation of personal computers is also preferred.

PAY BAND RANGE: \$23,999 - \$49,255

**STARTING
SALARY:**

Approximate starting salary \$23,999 - \$28,704, based on related full-time experience and pre-employment salary.

**APPLICATION
DEADLINE:**

Applications will be accepted until the position is filled.

**APPLICATION
PROCESS:**

To apply for this or any other JSRCC vacant position, please visit the Virginia Jobs website <http://jobs.virginia.gov/>.

Women and Minorities are encouraged to apply.

"Reasonable Accommodations" are provided for applicants with disabilities. AA/EEO/ADA