

Founded in 1927, Austin Peay State University is a comprehensive, state-assisted university with an enrollment of approximately 9,000 students. APSU was named in honor of the late Tennessee Governor Austin Peay, who served from 1923–1927.

With a main campus in Clarksville, Tenn. and a satellite campus on post at Fort Campbell, Ky., APSU is one of 47 universities, community colleges and technology centers in the Tennessee Board of Regents system, the sixth largest system of higher education in the nation. The University offers a full range of academic programs at the associate, baccalaureate and master's degree levels in the arts, sciences, business and selected professional programs. APSU offers 13 online degree programs and hundreds of Web-based classes. Among APSU's many points of distinction are its outstanding programs in the sciences, two centers of excellence in the creative arts and field biology and four chairs of excellence in the creative arts, business, free enterprise and nursing.

An integral part of Clarksville, a rapidly growing city of more than 100,000 located 45 minutes northwest of Nashville, the University led the state in enrollment growth in recent years. Since 2000, Austin Peay has renovated and erected numerous top-of-the-line facilities on its 160-acre main. Of the universities offering classes on post at Fort Campbell, only APSU has been given permission to construct its own building. The University enrolls more students at the Fort Campbell Center than the other five institutions combined.

**Dispatcher 2 - Public Safety
Regular Full-Time Position
Position Number 582310**

General Description

The Dispatcher reports to the Shift Sergeant/Operations Supervisor and is the Communications Officer for the Public Safety Department. During University non-opening hours, he/she is the communications representative for the University, and is responsible for receiving calls for assistance and distributing proper response personnel. The position involves relating with the public, university community and official emergency response personnel. This is accomplished through personal appearance, telecommunications and radio dispatch.

Primary Duties and Responsibilities

- Provide the University with a point of contact 24 hours a day.
- Receive, record, and dispatch calls for assistance, emergency and non-emergency, by means of telecommunications and radio in accordance with State and Federal Communication Commission rules and regulations.
- Initiate, accumulate and maintain accurate records.
- Issue, maintain financial accountability and accurately record University parking decals.
- Process and maintain traffic citations and records.
- Initialize appropriate computer programs, input data and maintain administrative record files in the operations of the department.
- Initialize and maintain departmental work orders.
- Operate and Monitor the Emergency Management and Security System.
- Assist in monitoring building security and initiating appropriate response upon building security violations.
- Act as the University switchboard during non-opening hours.
- Perform other job-related duties as assigned.

Essential Functions

- Ability to efficiently operate a personal computer and associated software (Outlook, Word, Excel, etc.) and SungardHE Banner.
- Ability to communicate with the public effectively and appropriately.
- Ability to maintain confidentiality of records and information.
- Ability to interact in an effective and appropriate manner with diverse populations, the University community and the public.
- Ability to detect and correct grammatical and spelling errors in written correspondence.
- Ability to maintain files accurately, in paper and in software programs.
- Ability to handle multiple tasks simultaneously.
- Ability to respond quickly and calmly to emergency procedures.
- Ability to use basic telephonic and radio communication skills.
- Ability to learn and use phonetic jargon customary to emergency agents.
- Ability to understand and follow instructions.

Required Minimum Qualifications

- High school graduate or equivalent,
- Certification as a Basic Communication Officer.
- Keyboarding exam.
- Selected individual will be required to work different shifts including weekends and have a telephone for emergency recall by the department.
- Applicant must be a citizen of the United States.

Required Minimum Qualifications cont

- Applicant must pass a criminal background check.
- Must have an honorable or medical discharge from any of the armed forces of the United States if a prior member of the armed forces.
- TCA 7-86-201 requires taking and passing a medical physical, a mental evaluation in accordance with the American Psychiatric Association and successful completion of the National Communications Institutes Basic Communications Officers Course within six months of employment.

Additional Preferred Qualifications

- Keyboarding score of 40 wpm and computer literacy.

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