

# OKLAHOMA BAPTIST UNIVERSITY

## POSITION DESCRIPTION

**Title:** Dispatch/Switchboard Operator

**Department:** University Police

### **OBU Mission Statement**

OBU transforms lives by equipping students to pursue academic excellence, integrate faith with all areas of knowledge, engage a diverse world, and live worthy of the high calling of God in Christ.

### **Expectations for all Employees**

Oklahoma Baptist University achieves its mission through a shared commitment to the following expectations. All employees must embrace these expectations and model them in their behavior.

- *Demonstrate commitment to the essentials of the Christian faith.*
- *Commit to the mission and vision of Oklahoma Baptist University.*
- *Treat people with dignity and respect.*
- *Build relationships on honesty, integrity, and trust.*
- *Strive for excellence through teamwork, leadership, and a strong work ethic.*
- *Manage human and financial resources wisely and efficiently.*

**Purpose:** The Dispatch/Switchboard Operator is a Safety Sensitive Position responsible for the daily operation of the switchboard for Oklahoma Baptist University and will dispatch officers for the University Police Department. The role involves actual operation of the switchboard, dispatching officers and monitoring surveillance cameras. This is a 40-hour-per-week role.

### **Job Role and Responsibility:**

- Attend the switchboard during all hours of operation.
- Answer switchboard and transfer calls to appropriate offices.
- Monitor surveillance cameras covering the campus.
- Dispatch officers to service calls.
- Communicate with other Universities or Law Enforcement Agencies.
- Complete Officer Shift Log.

### **Knowledge, Skills and Abilities Required:**

- Effectively and professionally communicate with co-workers, students, faculty and administration.
- Able to establish and maintain effective working relationships with others.
- Possess exceptional follow-up skills for closing communication loops.
- Able to see sufficiently enough to operate all equipment used.
- Able to hear sufficiently enough to communicate effectively with callers.
- Able to have dexterity to learn to manually operate the PBX console, radio base station, and telephone.
- Able to sit for extended periods of time.
- Able to handle stressful situations in fast-paced environments with discretion and peacefulness.
- Punctual to scheduled shifts.

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- Able to interpret information and exercise good judgement in making decisions and in communications.
- Willingness to learn to operate all equipment to perform the duties of position.
- Willing to step outside the limited description of duties and perform any job required in special circumstances.
- Able to work after hours (nights and/or weekends and holidays) when an occasion arises.

### **Qualifications, Experience and Education:**

- **Required:** High School diploma or G.E.D.
- **Preferred:** Experience in switchboard, dispatch, and monitoring surveillance equipment.

### **Special Requirements:**

- This position is a Safety Sensitive Position. Applicants must be prepared to document their criminal history, if any, and his or her residence history extensively.
- Must be a member of a local evangelical\* Christian church.  
\*Evangelical is a broad term referring to segment within Christianity which maintains the authority of the Bible and the belief in salvation by faith in Jesus alone.
- Please apply using the link for “Support Staff Applications” on the OBU website at:  
<https://www.okbu.edu/hr/jobs.html>

### **OBU Benefits Summary:**

OBU understands that our employees are our most valuable assets when fulfilling our mission. We strive to offer an extensive array of benefits and opportunities for employees to choose from. Full-time employees benefit from the generous OBU provision of premium contributions for nationwide family-friendly Health and Dental coverages along with free life insurance that includes accidental death and dismemberment equal to an employee's base salary. OBU provides access to optional employee-paid ancillary benefits like vision, hospitalization, critical illness, accident, additional employee-paid family life insurance coverages, and education benefits at OBU and other institutions of higher education. There is generous paid time off that includes annual granted vacation time, accrued sick leave, six annual holidays, and week-long breaks for Thanksgiving and Christmas that include energy conservation days. For all employees working at least half-time, there is an employer matching opportunity for retirement investments in a 403(b)(9) plan administered by Guide Stone. There are numerous other perks and opportunities for OBU employees including FREE family membership to the OBU Recreation and Wellness Center or RAWC, Global outreach university mission trips, cafeteria discounts, and parking privileges to name a few. For more information about the current OBU employee benefits and opportunities, please contact the Human Resources staff at [HR@okbu.edu](mailto:HR@okbu.edu).