

Job ID: USW-23-05
Job Title: Dispatcher
Department: Security Services
Campus: Thunder Bay, ON
Status: Part-time 12 month contract, 5 vacancies
Job Category: USW

Date Posted: November 20, 2023
Closing Date: December 4, 2023

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About this Job

Under general supervision, reporting to the Director or Manager, Security Services, the Dispatcher performs the duties of supporting security operations by receiving and sending information internally and externally to aid insecurity operations.

The Dispatcher is responsible for the flow of customer service to the members of the university community seeking security services. As the point person, they are front facing offering timely and accurate access to security service. With a continuous and extreme attention to detail, the Dispatcher monitors and uses various electronic tools to ensure the safety of security guards specifically, and the entire university community, generally. Incumbents in this classification are subject to rotating shifts and day or night duty.

Job Duties

Reception/Customer Service:

- Greets members of the university community cheerfully and professionally and immediately responds to;
- Telephone calls, radio calls and office walk ups

Employment Opportunity

- Operates cash register and point of sale machines selling parking products
- Takes payment for parking fines
- Offers advice on parking ticket appeal process
- Issues keys based on authorized lists
- Receives reports of illness

Dispatch Duties:

- As the primary link between the members of the security team in the field;
- Exercises excellent judgment in recognizing situational urgency and responds
- Answers emergency phones
- Monitors various alarm panels and security cameras
- Records an electronic running log of security activities
- Dispatches security guards to calls for service via two way radio system
- Monitors the activities of security guards to verify their safety
- Reports unusual incidents and anomalies to senior security guard or designate

Clerical Work:

- Maintains lists of people approved for access to buildings and rooms, files documents,
- Maintains control of key ledgers
- Provides advice and guidance on security practices
- Assists the Administrative Assistant

Qualifications

- Has a minimum of a post secondary certificate or diploma in office administration, emergency management, or similar education or, Three years experience at a complaints desk or customer service desk
- Demonstrates capacity to multitask and triage urgency in responsibilities,
- Demonstrated proficiency in the use of telephone, radio and PC's and various software applications, reporting and searching programs to assist in daily duties, submission of dispatch notes supporting investigations, familiarity in Datatel Colleague systems an asset
- Experience in point of sale equipment and handling cash
- Demonstrates extreme attention to detail
- Ability to exercise excellent judgement and discretion
- Ability to handle all confidential matters in a trustworthy manner
- Experience managing difficult customers is an asset
- Communicates with accuracy and clarity both orally and in writing
- Willingness to perform rotating shift duty

Considered an Asset:

- Private Security and Investigative Services Act security licence is an asset
- Restricted Operator Certificate (Radio operations licence) is an asset
- Knowledge and/or experience in a security or investigation environment is an asset

What do We Offer?



Employment Opportunity

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email careers@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements