



JOB DESCRIPTION

Volunteer

Position Title:	SWHAT Dispatch Operations Executive
Term of Office:	September 1 to April 30 (summer preparation required)
Supervisor:	SWHAT Coordinator
Remuneration:	Volunteer
Hours of Work:	Variable (8-10 hours per week, increased in September) Minimum of 5 shifts per month (shifts are 7PM-1AM)

General Scope of Duties

The SWHAT Dispatch Operations Executive is responsible for recruiting, training, and scheduling, and overall management of the SWHAT Dispatchers, ensuring that there are enough dispatchers scheduled for the nightly operations of SWHAT. The SWHAT Dispatch Operations Executive must also conduct a training session each term for all new and returning dispatchers. In addition, the person in this role must be to update and manage all statistical information on the operation of the service throughout the year. The SWHAT Dispatch Operations Executive is also responsible for addressing issues pertaining to the volunteer base, focusing on dispatchers, ensure that all dispatch procedures are enforced and practiced, and be aware of which volunteers are contravening disciplinary policy, in addition to general SWHAT Executive member duties.

Members of the SWHAT Executive team must comply with all duties applicable to SWHAT Walkers and SWHAT Dispatchers.

Major Duties and Responsibilities

Category	Percent	Specifics
Operations & Supervisory Function	45%	<ul style="list-style-type: none"> ▪ Open SWHAT office and remain in the office until the end of shift. Minimum of 5 shifts per month (shifts are 7PM-1AM) ▪ Ensure that all walker and dispatcher procedures are enforced and practiced ▪ Able to function as a walker or dispatcher in the case that one is not present ▪ Assist the SWHAT Coordinator with the selection of walkers ▪ Assist the SWHAT Director of Internal Affairs with recruiting and training of the walkers ▪ Collaborate with the SWHAT Coordinator to review SWHAT Radio Protocol and modifying it as necessary ▪ Work with the SWHAT Executive team in monitoring walk count, and updating walk counter in the office

Student Walk Home Attendant Team (SWHAT) Dispatch Operations Executive Job Description

<p>Managerial & Scheduling Function</p>	<p align="center">35%</p>	<ul style="list-style-type: none"> ▪ Recruit and select dispatchers through an application and interview process at the beginning of each term in September and January ▪ Ensure that all dispatchers sign a SWHAT Dispatcher contract ▪ Conduct dispatcher training sessions each term, in September and January, for all new and returning dispatchers ▪ Send out schedule availability files (at least two weeks prior to the beginning of the month, and have the SWHAT Dispatchers submit completed files by the 23rd of the month), assign dispatchers to shifts, and assist the SWHAT Volunteers Logistics Executive distributing the master schedule ▪ Work with the SWHAT Coordinator and the SWHAT Volunteer Logistics Executive to have the SWHAT monthly master schedule be available by the 28th of the preceding month ▪ Send out reminders to the dispatchers regarding handing in schedule availability ▪ Contact dispatchers who have missed shifts ▪ Monitor and contact dispatchers who have switched shifts and modify the master schedule to reflect changes ▪ Manage dispatcher base and deal with issues as they arise ▪ Develop SWHAT Dispatcher Manual in collaboration with the SWHAT Executive team ▪ Manage and monitor SWHAT Dispatcher files (e.g., Dispatch Log and Walk Form), ensuring that they are being submitted accordingly
<p>Communications Function</p>	<p align="center">10%</p>	<ul style="list-style-type: none"> ▪ Check-in weekly with the SWHAT Coordinator to discuss current projects and issues ▪ Attend bi-monthly SWHAT Executive team meetings to discuss current projects and issues ▪ Communicate with the SWHAT Executive team while making decisions for the service, through meetings, email, and other forms of communication deemed appropriate ▪ Monitor the SWHAT Dispatch Operations email and answer any inquiries ▪ Participate in mid-year evaluation process set out by the MSU Vice-President Administration ▪ Participate in transition with the outgoing SWHAT Dispatch Operations Executive and provide transition for the incoming SWHAT Dispatch Operations Executive
<p>Advertising & Promotions Function</p>	<p align="center">10%</p>	<ul style="list-style-type: none"> ▪ Assist with promotions prior to and during Welcome Week, including but not limited to Welcome Day, Clubfest, SOCS Olympics, and MacQuest ▪ Assist with promoting SWHAT and SWHAT initiatives to the McMaster community throughout the year

Knowledge, Skills and Abilities

- Knowledge of the philosophies and fundamentals of SWHAT operations
- Organization and time management skills
- Skills to work independently, skills to motivate, and manage others
- Written and oral communication skills
- Creativity and enthusiasm
- Teamwork
- Initiative required to see tasks through to completion

Effort & Responsibility

- Responsible for recruiting, training, and scheduling SWHAT Dispatcher volunteer base, consisting of 10 dispatchers
- Exercise judgment in unexpected or emergency situations when on shift
- Exercise judgment in volunteer discipline
- The summer is important for setting up the service to run effectively for the year. September is very busy with recruiting, interviewing, and training volunteers.
- Responsible for maintaining an appropriate and positive image of the MSU

Working Conditions

- Late evenings
- Working conditions vary
- Duties can be performed in the SWHAT office, on shift, and outside of normal hours
- Time demands may exceed stated hours of work

Training and Experience

- Previous experience in SWHAT in any capacity
- Participation in SWHAT Executive transition meeting, transition with previous SWHAT Dispatch Operations Executive required
- Participation in SWHAT Executive training
- Working knowledge of Word, Excel, Google Drive, and email an asset

Equipment

- Telephone and voicemail box
- Radio
- Personal computer in SWHAT office