

District Police, Dispatcher

FLSA Status: Non-Exempt

Pay Grade: 9

Job Title ID: 282003

Job Series/Job Family: College Operations / Security Family

Reports To

District Police, Sergeant

Job Purpose

To dispatch District Police Officers, monitor alarm systems, and relay information.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Dispatches police and safety officers to request for service calls.
2. Monitors video surveillance systems.
3. Communicates with officers via police radio. Assists in maintaining 24/7 communications operations.
4. Monitors fire and security alarms for all campuses.
5. Obtains and relays information from the Texas Law Enforcement Telecommunications System for person and vehicle information.
6. Enters data, maintains daily logs, logs citations, and permits.
7. Assists Police Chief, supervisors, officers, and other law enforcement agencies via computer or telephone with receiving and relaying information.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Radio communication practices and protocols.

Preferred

- Texas Penal Code, Texas Code of Criminal Procedure, Texas Family Code, Texas Education Code, Texas Motor Vehicle Code, and Texas and National Crime Information Centers (TCIC/NCIC) requirements.
- Current principles and practices related to safety and security.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining confidentiality of work related information and materials.
- Maintaining an established work schedule, which may include days, evenings, nights, and weekends.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational, planning, and problem solving skills.
- Effectively interpreting laws and regulations, making decisions, maintaining composure, and working effectively under stressful conditions and emergency situations.
- Interacting with people of different social, economic, and ethnic backgrounds.
- Operating telephones, radios and other office equipment.

- Following and effectively communicating verbal and written instructions.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to extended periods of intense concentration in listening to radio calls and monitoring alarms.
- Subject to sitting for extended periods of time.
- Work is routinely performed in office environments

Work Experience

Required

- No work experience is required.

Preferred

- Two years telecommunications experience or one or more year work experience in law enforcement dispatch telecommunications or equivalent work experience and training that provides the required knowledge and skills.

Education

Required

- High School diploma or equivalent.

Preferred

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Licenses/Certifications

Preferred

- Telecommunication License issued by the Texas Commission on Law Enforcement Officer Standards and Education.

Other

Required

- District Police Officers must be able to work at or on any District property and must be able to work any of three shifts covering twenty-four hours a day, seven days a week. Past supervisors may be interviewed for a reference.

Preferred

- Knowledge of College's and College Police Department policies, procedures, and standard operating practices.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.