

District Police, Dispatch Supervisor

FLSA Status: Non-Exempt

Pay Grade: 17

Job Title ID: 282006

Job Series/Job Family: College Operations / Security Family

Reports To

District Police, Sergeant

Job Purpose

To supervise District Police Dispatchers.

Description of Duties and Tasks

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

Required

1. Supervises District Police Dispatchers. Schedules, reviews work, approves time sheets, coaches, and develops employees. Supervises daily shift operations and trains and evaluates staff.
2. Assumes the responsibility and security of TLETS/NLETS (Texas and National Law Enforcement Telecommunication System) and TCIC/NCIC (Texas and National Crime Information Center) training and policy procedures and upgrades.
3. Investigates and resolves complaints against dispatchers.
4. Substitutes and performs the duties of dispatcher as needed.
5. Writes reports, files cases, and testifies in court, if needed.
6. Interfaces with other entities both in and outside the College regarding dispatch operations.
7. Maintains the departmental budget.
8. Documents and schedules maintenance on all dispatch-related equipment.
9. Coordinates long-term dispatch facility and equipment plans, recommending system upgrades and developing equipment specifications as needed.

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

- Texas Penal Code, Texas Code of Criminal Procedure, Texas Family Code, Texas Education Code, Texas Motor Vehicle Code, and Texas and National Criminal Information Centers (TCIC/NCIC) and Texas and National Law Enforcement Telecommunication System 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 evenings, nights, and weekends.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills.
- 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.
- Reviewing and preparing narrative and statistical reports and records.
- Following and effectively communicating verbal and written instructions.
- Establishing and maintaining effective working relationships

Computer Skills

Required

- Demonstrated proficiency using standard office software applications and specialized dispatch equipment and software.

Physical Requirements

Required

- Subject to extended periods of intense concentration in listening to radio calls and monitoring alarms.
- Subject to sitting for extensive periods of time.
- Occasional lifting objects up to 10 pounds.
- Work is performed primarily in an office environment but may be subject to high noise and stress levels.

Work Experience

Required

- Two years work experience as an emergency or police dispatcher including some supervisory and/or field training experience.

Education

Required

- High School diploma or equivalent.

Preferred

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Licenses/Certifications

Required

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

Other

Required

- District Police Dispatch Supervisor must be able to supervise any of three shifts covering twenty-four hours a day, seven days a week.

Preferred

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

Safety

Required

- Supervise safe operation of unit. Facilitate safety inspections. Take reasonable and prudent actions to eliminate identified hazards. Ensure employees receive appropriate safety training and foster a workplace safety culture.