

Houston I.S.D. Police Dispatcher
Date Posted: 7/19/2017
Job ID: 44216

JOB SUMMARY: Operating out of the Houston ISD Police Dispatch center and under general supervision, receives emergency and non-emergency phone calls for service. Operates a public safety radio communication system to dispatch and monitor police personnel. Operates the District radio communication system to send out and monitor security and alarm personnel. Continually operates and/or monitors a Computer Aided Dispatch System, a National and Texas Law Enforcement Telecommunications System, District SIMS III Alarm System and District Camera View Camera System.

MAJOR DUTIES & RESPONSIBILITIES

1. Mandatory Staffing. Must be able to work shift work for a 24/7 police dispatch center.
2. Simultaneously operate various computer systems and radio systems.
3. Answers emergency and non-emergency calls for service and records the data received into a Computer Aided Dispatch system.
4. Monitor HISD building alarm system and HISD building camera system.
5. Communicates with callers to obtain needed and accurate information; determines the nature of the calls, dispatches personnel, and continually updates information as it is received.
6. As requested, retrieves needed information regarding driver's licenses, vehicle registrations, warrants, etc. from a National Criminal Justice Information computer.
7. Prepares and maintains necessary reports, records, and files.
8. Complies with all transportation and safety, federal, state and HISD regulations.
9. Radio Dispatch for Police, Security Guards, and Alarm Techs.
10. Performs other job-related duties as assigned.

EDUCATION: High School Diploma or GED

WORK EXPERIENCE: 1 to 3 years

HIRING PROCESS:

Must pass an extensive background investigation.
Must pass a physical and psychological exam.
Must pass skills and typing exams approved by the department
Must be available for interview
Must be available to participate in an on-site orientation prior to hiring

TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION:

Must either have or be able to obtain Telecommunications Operator License from Texas Communication on Law Enforcement (TCOLE) within one year of employment.

Effective speaking and listening skills.

Ability to stay organized while multi-tasking in a high stress environment. Must be able to work on a shift basis; must be able to work on weekends and on holidays; must be able to work overtime on short notice.

Required to make quick decisions; coordinate multiple tasks at one time; have reasoning skills and the ability to maintain control of a situation.

Job Link:

<https://www.applitrack.com/houstonisd/onlineapp/default.aspx?all=1&AppliTrackPostingSearch=title%3Adispatcher%20&AppliTrackZipRadius=5&AppliTrackSort=type&AppliTrackLayoutMode=detail>