

# Spring Independent School District – Police Department

420 Lockhaven Drive • Houston, Texas 77073 • Tel. 281.891.6911



## ***Police Dispatcher JobID: 7840***

- **Position Type:**  
POLICE/POLICE DISPATCHER
- **Date Posted:**  
9/24/2020
- **Location:**  
POLICE DEPARTMENT

**Days per Year:** 260

**Min:** \$36,774

**JOB TITLE:** Police Dispatcher

**REPORTS TO:** Telecommunications Manager

**WAGE/HOUR STATUS:** Nonexempt

### **PRIMARY PURPOSE:**

The Police Dispatcher will operate out of the Spring 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 SISD transportation and other law enforcement agencies. Continually operates and/or monitors a Computer Aided Dispatch System, a National and Texas Law Enforcement Telecommunications System, District Sonitrol Alarm System, District Camera System and Fire Alarm System. This position performs a full range of radio-telephone operational duties in a 24-hour facility, and is subject to mandatory overtime hours.

All employees of SISD are expected to act with integrity, support organizational goals, communicate in a clear and respectful manner, championing the needs of our students and drive continuous improvement.

### **QUALIFICATIONS:**

#### **Required**

- High School Diploma or GED
- Must either have or be able to obtain Telecommunications Operator License from Texas Commission on Law Enforcement (TCOLE) within one year of employment.
- Must pass an extensive background investigation
- Must pass a medical and psychological exam. Costs are paid by the applicant.
- Must pass a police dispatcher skills exam administered by the department.



## Preferred

- 1+ years of public safety call center experience
- Bilingual (Spanish)

## SPECIAL KNOWLEDGE/SKILLS:

- Listening and communicating effectively, both verbally and in writing
- Establishing and maintaining effective working relationships
- Regular and timely attendance
- 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.
- Ability to stay organized while multi-tasking in a high stress environment
- Microsoft Office, Office equipment (e.g., computer, copier)

## MAJOR RESPONSIBILITIES AND DUTIES:

- Operates telephone, multi-channel 2-way radio, teletype, door and gate controls, camera system, alarm systems, radio recording system, and various other public safety related equipment.
- Work involves the application of moderately complex procedures and tasks that are quite varied. Independent judgment is often required to select and apply the most appropriate of available resources. Ongoing supervision is provided on an "as needed" basis.
- Exhibits problem solving skills. Decisions are made on both routine and non-routine matters with some latitude, but are still subject to approval. Job is occasionally expected to recommend new solutions to problems and improve existing methods or generate new ideas.
- Makes good decisions that positively impact the District. Decisions have moderate to major impact to the responders, the agency, facility/departments or divisions, causing increased satisfaction or dissatisfaction; producing efficiencies or delays; promoting or inhibiting personal intellectual or professional development; and/or contributing to financial gain or expense. Errors may be serious, usually not subject to direct verification or check, causing losses such as improper cost calculations, overpayment or improper utilization of labor, materials or equipment. Effect usually confined to the organization itself and is short term.
- Exhibits good communication skills when interacting with customers and coworkers. Gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, supervisor and coworkers.
- Maintains good customer relationships. Takes routine or required customer actions to meet customer needs. Responds promptly and accurately to customer complaints, inquiries and requests for information and coordinates appropriate follow-up. May handle escalated issues passed on from coworkers or subordinates.
- Answers emergency and non-emergency calls for service and records the data received into a Computer Aided Dispatch system.
- 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.



- As requested, retrieves needed information regarding driver's licenses, vehicle registrations, warrants, etc. from a National Criminal Justice Information computer.
- Prepares and maintains necessary reports, records, and files.
- Complies with all transportation and safety, federal, state and Spring ISD board policies and regulations.
- Performs other job-related duties as assigned.

## **WORKING CONDITIONS:**

Maintain emotional control under stress sitting for long periods. Must be willing and able to work any shift. The Center operates 24 hours a day, 7 days a week.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

### **Apply using the link:**

<https://www.applitrack.com/springisd/onlineapp/JobPostings/view.asp?Category=POLICE&ApplitrackJobId=7840&ApplitrackLayoutMode=detail&ApplitrackViewPosting=1>