

Openings as of 7/27/2021

Lead, Police Dispatcher

JobID: 9545

Position Type:

POLICE/POLICE DISPATCHER-LEAD

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Date Posted:

7/22/2021

Location:

POLICE DEPARTMENT

Days per Year: 260

Min: \$31,965

Mid: \$37,606

JOB TITLE: Lead Police Dispatcher

REPORTS TO: Police Supervisor

WAGE/HOUR STATUS: Nonexempt

PAYGRADE: P2

PRIMARY PURPOSE:

The Lead Dispatcher will perform lead work and full performance dispatch work operating out of the Spring ISD Police dispatch communications center, under general supervision of a police supervisor. 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. This classification is distinguished from the police dispatcher in that in addition to performing the duties of the Police Dispatcher this position also performs lead work duties.

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

Telecommunications Operator License from Texas Communication on Law Enforcement Officer Standards and Education (TCLEOSE) within one year of employment.

Four Years' Telecommunicator Experience

Preferred

Five + years' years in education

SPECIAL KNOWLEDGE/SKILLS:

Microsoft Office, Office equipment (e.g., computer, copier), Vehicles (e.g., automobile)

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.

MAJOR RESPONSIBILITIES AND DUTIES:

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 impact to the facility/department or division, 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.

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.

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 regulations.

Performs other job-related duties as assigned.

WORKING CONDITIONS:

Maintain emotional control under stress. Strenuous walking, standing, and climbing; ability to operate a motor vehicle; specific hearing and visual requirements; ability to control sudden violent or extreme physical acts of others and exhibit rapid mental and muscular coordination simultaneously. May be subject to adverse and hazardous working conditions including violent and armed confrontations. Work outdoors in varying climate conditions; drive in all different areas of district at off hours; on call 24 hours a day.

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.

FMLA regulations require all employers to post the [updated FMLA notice](#).

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