



<b>Job Title:</b>	Police Dispatcher	<b>Wage/Hour Status:</b>	Nonexempt
<b>Reports to:</b>	Police Sergeant	<b>Pay Grade:</b>	Police Dispatcher Police Salary Schedule
<b>Dept. /School:</b>	MISD Police Dept.	<b>Date Revised:</b>	8/25/2011

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**Primary Purpose:**

Manage the daily operation of the dispatch office to ensure safe and efficient operations of the Police Department. Respond to telephone and two-way radio information to make on-the-spot adjustments.

**Qualifications:**

**Education/Certification:**

High school diploma or GED  
Valid Texas driver's license

**Special Knowledge/Skills:**

Able to speak Spanish fluently (preferred)  
Effective customer service skills  
Ability to receive and give verbal instructions effectively  
Ability to pass alcohol and drug test  
Proficient map reading skills  
Have general knowledge of the area  
Able to work all shifts (24/7 operation)  
Type/computer 35 wpm

**Experience:**

Minimum of two years experience as a dispatcher, preferred

**Major Responsibilities and Duties:**

**Routes and Schedules**

1. Handle assignments of police officers for morning and afternoon shifts.
2. Evaluate information received and assign to appropriate personnel.
3. Coordinate the response effort in the event of an emergency or accident.

**Communication**

4. Dispatch police personnel

5. Maintain good public relations with students, parents, staff and community, professionally and courteously.
6. Interpret both written and verbal communications (bilingual Spanish/English preferred).

### **Reports and Records**

9. Maintain log book and records to facilitate writing, copying and distribution of change notices to police personnel and schools
10. Maintain pertinent documentation.
11. Process case files and arrest folders
12. Prepare various reports as required by the state, district, or department.

### **Supervisory Responsibilities:**

None

### **Equipment Used:**

Computer, telephone; two-way radio, fax machine and calculator

### **Working Conditions:**

### **Mental Demands/Physical Demands/Environmental Factors:**

Office work; moderate walking standing, climbing, carrying, stooping and sitting.

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