



Job Title: Senior Police Dispatcher/Trainer **Wage/Hour Status:** Nonexempt
Reports to: Police Sergeant **Pay Grade:** Senior Dispatcher/Trainer
Police Salary Schedule
Dept. /School: MISD Police Department **Date Revised:** 5/12/11

Primary Purpose:

To supervise, develop, assign, review and participate in the training of dispatch personnel in non-emergency and emergency communication services under the direction of a sergeant; answer calls to the Police Department and process calls as appropriate; provide emergency dispatch services for the Police Department as well as other assigned duties in the School District; maintain equipment and accurate records involved in staffing and daily operations; and maintain an atmosphere of professionalism and team-work.

Qualifications:

Education/Certification:

High school diploma or equivalent
Advanced Telecommunicator Certificate from the Texas Commission on Law Enforcement
TCIC/NCIC 40-hour Certification (full access classroom training)
Valid Texas Driver's License
Officers Standard and Education, preferred

Special Knowledge/Skills:

Knowledge of Automated Record Management System (ARMS)
Knowledge of Microsoft Office Software
Ability to perform under stress in emergency conditions
Thorough knowledge of communications laws, rules and procedures
Knowledge of policies and procedures of the Mansfield ISD and MISD Police Department
Ability to prepare clear and concise reports regarding operations of the Police Dispatch
Department
Ability to communicate clearly and utilize all communications equipment of the School District
Skill in the supervision and work of training communications personnel and the preparation of
reports
Bilingual (Spanish), preferred

Experience:

Minimum of 4 years experience as a dispatcher

Major Responsibilities and Duties:

1. Responsible for training of dispatch personnel.
2. Periodic review, update, and rewriting of radio procedures for police department.
3. Formulate suggestions, policies, and procedures for improvements in the emergency operation procedures of the School District.
4. Use and maintain all equipment located in the communications center and monitor maintenance schedules to ensure equipment is operating effectively.
5. Prepare necessary monthly reports of communication activity.
6. Review and evaluate all communications.
7. Update all personnel on changes concerning use and dissemination of information concerning the criminal justice telecommunication system.
8. Maintain accurate and current radio licenses with the Federal Communications Commission for all frequencies issued to the School District.
9. Recommend and assist in the implementation of departmental and unit goals and objectives; implement and enforce policies and procedures.
10. Ensure a regular flow of requested information and records for individuals.
11. Maintain an appropriate inventory of supplies and materials.
12. Assume duties of communications operator when necessary.
13. Other duties as may be assigned.

Supervisory Responsibilities:

Act as first line supervisor for communications personnel in the absence of Sergeant.

Equipment Used:

District vehicles, alarm systems, fire extinguishers, security equipment including camera system, personal computer, radios, printer, calculator, copier, fax machine, department vehicles, and any other equipment as may be required.

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.