



Job Title:	Police Dispatcher	Wage/Hour Status:	Nonexempt
Reports to:	Dispatch Supervisor	Pay Grade:	Auxiliary 5
Dept. /School:	MISD Police	Date Revised:	11/11/2016

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 decisions and adjustments.

Qualifications:

Education/Certification:

High school diploma or GED
Valid Texas driver's license
TCOLE Telecommunicators Certification/License, preferred

Special Knowledge/Skills:

Type/computer 35 wpm
Effective customer service skills
Legible handwriting
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, weekends and holidays (24/7 operation)
Able to speak Spanish, preferred

Experience:

Minimum of two years experience as a dispatcher, preferred.

Major Responsibilities/Duties

Communications

1. Process and prioritize incoming calls for police.
2. Evaluate information received and dispatch/assign Police/District personnel.
3. Coordinate the response effort in the event of an emergency or accident.
4. Operate TLETS, TCIC/NCIC systems.
5. Handle walk-up customers at window; includes making MISD employee badges, issuing staff/student parking permits, process lost badge/access card reports, accept appeals and take payments for parking citations.
6. Maintain good public relations with students, parents, staff and community,

- professionally and courteously.
- 7. Interpret both written and verbal communications.
 - 8. Monitor District cameras and access control systems.
 - 9. Monitor and respond to fire and security alarms.
 - 10. Answer questions and provide information over the telephone.

Reports and Records

- 11. Maintain log book and records to facilitate writing, copying and distribution of change notices to police personnel and schools.
- 12. Balance money each shift and prepare deposits when necessary.
- 13. Maintain pertinent documentation.
- 14. Enter, Update and retrieve information from a variety of computer systems.
- 15. Process case files and arrest folders.
- 16. Prepare various reports as required by the state, district, or department.
- 17. All other duties as assigned.

Supervisory Responsibilities:

None

Equipment Used:

Computer, telephone; two-way radio, fax machine, copier 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.