



SOCORRO INDEPENDENT SCHOOL DISTRICT

Department of Human Resources

JOB DESCRIPTION

Job Title: Police Dispatcher

Salary Block: 601

Reports To: Police Sergeant

Terms of Employment: 239 Days

Exemption Status: Non-Exempt

Primary Purpose:

Operates radio/transmitter and ancillary equipment in a police, security and fire communications system; receives, interprets and codes routine and emergency calls; dispatches personnel and equipment in response to emergency call; and performs related work as required.

Qualifications:

Education/Certification:

- High school diploma/equivalent or higher
- Must be able to obtain any and all licenses/certificates required by local, state and federal authorities where required or applicable in order to be a certified communications dispatcher
- Qualified to operate TLETS/NLETS and TCIC/NCIC equipment (preferred)

Special Knowledge/Skills:

- Must be bilingual (English/Spanish)
- Demonstrate ability to effectively communicate with district employees and the general public
- Must be capable of making split second decisions in life and death situations
- Must successfully pass medical exam required for the position
- Demonstrate minimum proficiency in filing procedures and type a minimum of 40 words per minute (preferred)

Major Responsibilities and Duties:

1. Provides courteous and expeditious customer service to the general public and district employees.
2. Assists in the receipt and transmission of information and instructions; receives and transmits routine and emergency telephone, radio, and teletype messages; operates radio consoles, computers and telephone switchboards; receives routine and emergency calls from the general public; interrogates callers and evaluates call data.
3. Interprets and codes data for transmission; transmits radio messages to field units; dispatches police and security personnel and equipment; monitors alarm board; codes information into proper Texas Code sections.
4. Calms distressed citizens on the phone; evaluates, prioritizes and sequences incoming information and determines units to send to an emergency; notifies other departments of needed support services pursuant to established procedures or instructions of supervisors.
5. Coordinates emergency calls and relays requests and questions from personnel in the field to appropriate supervisory personnel; keeps supervisory personnel informed of the situation and dispatches additional personnel and equipment as directed; notifies other jurisdictions when necessary; obtains and transmits identity checks on personnel and vehicles.
6. Makes tests on alarm systems; reports inoperable alarms for repairs; transmits all points bulletins received by teletype or radio to field units; makes status checks on personnel in the field; changes, indexes and files recording tapes.

ADOPTED: 10-10-89

AMENDED: 3-2-93, 1-31-03, 8-16-05, 10-11-05, 1-22-13, 10-5-16
10-23-17, 9-25-19, 5-19-2020, 9-5-2024

Security Guard/Police Dispatcher

7. Operates office machines; compiles data and prepares reports; furnishes a variety of information relating to departmental activities to the general public; maintains records of calls received and their disposition; maintains files, and maps; performs miscellaneous clerical and dispatcher maintenance duties.
8. Routinely adheres to and maintains a positive attitude towards district and department goals; and performs related work as required.
9. Upholds and adheres to safety rules and policies of the SISD Safety Program.
10. Supports the goals and objectives of the School District and follows all district policies.
11. Demonstrates the ability to attend work on a regular and routine basis to avoid disruption to district operations.
12. Performs any other duties as assigned by Chief of Police Services.
13. Provides optimal customer service to all students, employees, parents, community, members and any other stakeholders of the district.

Mental Demands/Physical Demands/Environmental Factors:

Mental Demands: Reading; ability to communicate effectively (verbal and written); maintain emotional control under stress

Physical Demands/Environmental Factors: Prolonged use of computer, works with frequent interruptions. Works weekends, holidays and graveyard shift

This job description describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Evaluation: Performance of this job will be evaluated in accordance with the provisions of board policy.

Employee Name (please print)

Signature

Date

Socorro Independent School District does not discriminate on the basis of race, color, religion, gender, sex, national origin, age, disability, military status, genetic information, or any other basis prohibited by law in its employment practices or in providing education services, activities, and programs, including career and technical education (vocational programs). For additional information regarding Socorro Independent School District's policy of nondiscrimination contact the Chief of Human Resources Officer: (915) 937-0201, 12440 Rojas Dr., El Paso, TX 79928.

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