

Job Title:	Police Dispatcher Alarm Systems Monitor	Wage/Hour Status:	Non-Exempt
Reports to:	Chief of Police and Police Sergeant	Pay Grade:	601
Dept./School:	Police Services	Date Revised:	October 15, 2024

Primary Purpose

Provide communication links between field units, the public and the communications office. Monitor district-wide video surveillance system, and fire alarms, access archives and manipulate system remotely.

Qualifications**Education/Certification**

High School Diploma/GED or higher education from an accredited institution of high education
Valid successful completion of the Texas Telecommunications Operator training as approved by Texas Commission Law Enforcement Officer (TCLEO), within One (1) year of employment.

Special Knowledge/Skills

- Ability to read, write, and speak the English language proficiently
- Bilingual proficiency
- Ability to understand and follow oral and written instructions
- Must have a clear and understandable voice
- Knowledge of telecommunications systems, alarm system monitoring equipment, and closed-circuit video equipment
- Proficiency with the TLETS, NLETS, TCIC and NCIC
- Ability to communicate effectively using telephone and 2-way radio equipment
- Ability to operate communications and computer equipment

Experience

Have general experience operating two-way radio communication systems, involving public, private, utility or emergency services

Major Responsibilities and Duties

1. Answer telephone inquiries and assistance requests in a courteous and professional manner.
2. Receive and disseminate information to police officers in the field and other EPISD personnel and monitor all traffic on the radio net.
3. Monitor and interpret incoming information from the alarm computer system and take appropriate action on fire, intrusion and emergency signals transmitted from various sites.
4. Maintain and submit all required records, to include logs and reports in a neat, legible, and timely manner.
5. Maintain a surveillance system throughout the district.
6. Monitor the closed-circuit video system and take appropriate action when suspicious or emergency activities are observed.
7. Assume responsibility for the issuance of radios, keys, pagers, and related equipment maintained in the Dispatch Office and ensure that issuance logs are completed in a timely manner.
8. Perform other duties as assigned by supervisor.

Supervisory Responsibilities

None

Equipment Used

Radio communication equipment, computer, telephone, typewriter, intercom system, and camera monitors.

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress. Clear speech and repetitive hand motions

Terms of Employment

365 days; salary to be established by the Board of Trustees,

Work schedule may include daytime or evening shifts, weekdays, weekends, and holidays

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.

Approved: _____

Job Title: _____

Date: _____

Approved: _____

Job Title: _____

Date: _____

My supervisor has reviewed this job description with me and has provided me a copy

Employee: _____

Date: _____

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