Spring Branch Independent School District
POLICE DEPARTMENT

L. Baimbridge
Chief of Police

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We are searching for the right person to fill the position of Telecommunications Operator within the Spring Branch ISD Police Department. The right person will possess integrity, enthusiasm and a commitment to the safety and security of students, staff, and visitors to all Spring Branch ISD Properties and schools.

WE EXIST TO INTERVINE

The Spring Branch ISD Police Department is staffed by 74 Police Officers and a support staff of 13 including 7 Police Dispatchers. Spring Branch ISD covers approximately 42 square miles of West and Northwest Houston area. We have 42 schools with an attendance of approximately 32,000 students.

Spring Branch ISD offers a competitive salary and a culture by design and not default.
Hourly Pay Scale is $23.00 (minimum) $28.04 (midpoint) $33.08 (maximum)
For more information please contact:

Lt. J. Diaz
Jesus.diaz@springbranchisd.com
713-251-4309

Spring Branch Independent School District
Job Description
Telecommunications Operator

Job Title:	**Telecommunications Operator**
Reports To:	Life Safety Systems Sergeant
Classification:	Auxiliary (Skilled Labor)
Wage/Hour Status:	Non-exempt
Days:	250
Salary:	See Compensation Plan for Auxiliary Pay Plan, Pay Grade 308
Contract:	None
Date Revised:	12/12/2024
Primary Purpose:	Receive communications of both normal and an emergency nature from the various sections of the school district and determine where that information should be directed and forward the data.
Qualifications/Skills:	**Education/Certification:** • High School diploma or equivalent; college preferred. • Shall be licensed by Texas Commission on Law Enforcement or complete the license requirements or receive a license within twelve (12) months of employment as Telecommunication Operator. • Applicants must be a minimum 21 years of age. • Valid Texas Driver's license. • Must have never been convicted of a Class B Misdemeanor in the last 10 years or ever been convicted of a Class A misdemeanor.

- Successfully complete a security clearance check for accessing security sensitive criminal case history information from Federal/State and Local Law Enforcement Agencies.

Special Knowledge/Skills:

- Minimum Assessment Standard: Broad knowledge of MS Word and broad knowledge of MS Excel.
- Data Entry (Alpha-Numeric) score of 30 wpm with a 85% accuracy rate required.
- Must be proficient in composition, grammar, spelling, and general writing skills.
- Ability to do multiple functions in a high stress environment.
- Organizational skills a must.
- Must be able to work varying shifts -nights, holidays, weekends, and overtime as necessary.
- Establishing and maintaining effective working relationships.
- Listening and communicating clearly, both verbally and in writing.
- Prioritize and complete multiple tasks simultaneously.
- Maintaining composure in emergency situations.
- Bilingual preferred.

Experience:

- One (1) year or more professional experience as a public safety dispatcher is preferred.
- Prior experience as a dispatcher, customer service representative or closely related experience is desired.

Major Duties and Responsibilities:

Communications

- Simultaneously operate various computer systems and radio systems.

- Monitor SBISD building alarm system and SBISD building camera systems.
- Maintain communications log which is to reflect the physical location of the persons in the Police Department as they move throughout the district.
- Provide a constant radio and telephone contact base after hours for all mobile employees of the Operations Department and Police Department.
- Provide officers with information necessary for them to complete their required duties during each shift including arranging for security patrol duties whenever required and closing or securing any district facility.
- Maintain Police Department records including those of a confidential nature. Act as a District's central information center for all district related emergencies, including Maintenance and Transportation Department operations during nonbusiness hours.
- Dispatch outside emergency services as needed.
- Record the communications and actions taken as per police department dispatch procedures.
- Answer and prioritize all incoming emergency and non-emergency calls; collect essential information from caller; determine nature of emergency; dispatches appropriate personnel; assist callers according to Departmental policies and procedures.
- Provide information to police or fire personnel; refer non-emergency calls to appropriate departments; enter data into division, department or similar databases; and assist walk-in visitors.
- Perform clerical or administrative duties; research information as requested or directed; provide information to the public and other departments; and process various documents.

- Enters and clears warrants and stolen articles from department to TCIC/NCIC computer,
- Retrieves Driver's License and Vehicle Registration data from State database.

Safety:

- Operate the central station security alarm receiving equipment and dispatch security and /or fire alarm call as necessary.

Other:

- Perform other duties as assigned.

Supervisory Responsibilities:

None

Equipment Used:

Various law enforcement computer systems including but not limited to GPS, CCTV, Phoenix Fire/Burglar Alarm Computer Systems, Badge (CAD), TLETS.

Working Conditions:

Mental Demands:

- Maintain emotional control under stress.
- Work with frequent interruptions.
- This position requires regular in-person interaction with the public.

Physical Demands:

- Occasional lifting/carrying small stacks of, boxes equipment and other police department equipment; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment.
- Subject to sitting, standing, reaching and walking to perform the essential functions.
- Working conditions are primarily inside an office environment.
- Prolonged confinement to the immediate work area is required.