



DUNCANVILLE ISD

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Job Title: Supervisor (Dispatch)

Wage/Hour Status: Non-Exempt

Reports to: Chief of Police

Pay Grade: AUX-8

Dept. /School: Police Dept

Date Revised: 05-09-2025

Primary Purpose:

Oversee the day-to-day operations of the Duncanville ISD Police Department's Communications Unit and other assigned functions. This role includes taking calls and supervising calls and dispatch services, managing administrative processes including records management and internal communications, while ensuring alignment with district policies and public safety best practices. This position plays a critical role in ensuring the safety and support of the students, staff and DISD community.

Qualifications:

Education/Certification:

- Associate degree or higher in any field
- Must obtain Texas Commission on Law Enforcement (TCOLE) Telecommunicator and TCIC/NCIC full access certifications within the probationary period.
- Valid Texas driver's license with acceptable driving record.

Special Knowledge/Skills:

- Effective telephone and communication skills
- Understanding of supervision and team leadership practices
- Familiarity with police information systems and report management software
- Ability to evaluate and coach communications personnel
- Ability to maintain professionalism when interacting with students, parents, staff, and the public
- Strong written and oral communication skills
- Ability to foster a collaborative and respectful work environment
- Knowledge of emergency communication systems and dispatch protocols
- Ability to receive and give verbal instructions effectively
- Ability to read and interpret document, including safety rules, operating and maintenance instructions, and procedures manuals
- Proficient map reading skills
- Knowledge of school district police operations and school safety protocols
- No felony or Class A misdemeanor convictions; no Class B misdemeanor convictions within the past 10 years
- Must be available for various shifts including nights, weekends and holidays
- Must be available for 24/7 call-out support
- Must pass a comprehensive background investigation including drug screen.
- Microsoft Office (Word, Excel, PowerPoint, and Outlook)

Experience:



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- Three (3) years of experience in a public safety emergency call-taking and/or dispatching role within a municipal, school district, or campus law enforcement agency.
- At least one (1) year in a supervisory or lead capacity.

Major Responsibilities and Duties:

- Oversees call-taking and dispatch operations for the Duncanville ISD Police Department; ensures professional customer service, timely dispatching, and accurate information delivery; provides ongoing performance evaluation and coaching.
- Reviews and enhances communications operations to ensure alignment with the needs of a K–12 school environment; recommends and implements changes to improve efficiency and service quality.
- Assists with recruitment and onboarding by coordinating candidate outreach, supporting interview panels, and managing documentation required for employment offers.
- Maintains communication with Duncanville ISD Human Resources to ensure compliance with district hiring policies and staffing needs; coordinates onboarding and certification tracking.
- Supervises open records request processing for the Police Department; ensures requests are addressed within legal timeframes and in compliance with Texas Public Information Act requirements.
- Performs payroll-related administrative support including review and approval of leave, overtime, and scheduling changes; assists with records for internal audits and reporting for communications related employees.
- Develops and enforces internal communications standards to ensure consistency and professionalism in departmental communication and documentation.
- Maintains effective working relationships with internal district departments, school administrators, and external partners such as emergency services and law enforcement agencies.
- Performs other duties as assigned in support of departmental and district goals including monitoring of and scheduling for NCIC/TCIC certification for all involved employees.
- Maintains positive and cooperative working relationships with colleagues and others in the conduct of district business
- Is prompt, timely, and thorough in completing assignments and attending to details accurately and efficiently
- Provides complete and accurate information in the conduct of district business
- Maintains confidentiality in the conduct of district business
- Complies with district policies, as well as state and federal laws and regulations

Supervisory Responsibilities:

Dispatchers



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Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Radio communication equipment, video surveillance equipment, multiline telephone system, standard office equipment including computer and peripherals

Posture: Prolonged sitting; occasional reaching, pushing/pulling, bending/stooping, and twisting

Motion: Repetitive hand motions; constant keyboarding and use of mouse

Lifting: Occasional light lifting and carrying (under 15 pounds)

Environment: Work indoors in environmentally controlled space; frequent exposure to noise; unusual fatigue factors resulting from long periods of repetitive, routine activity

Mental Demands: Maintain emotional control under stress; work with frequent interruptions; may work prolonged and irregular hours

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.

Employee Print Name _____

Employee Signature _____

Date _____