

Baylor University Police Department – Dispatcher

Waco, Texas

The Dispatcher serves the Baylor community by answering emergency and non-emergency calls and relays information to the correct person and dispatches emergency personnel as appropriate. This position serves within the Department of Public Safety and reports to the Baylor Police Department's Communication Supervisor. Additionally, this position works closely with the other members of the Baylor PD, campus constituents, and other external first responders.

- **Applicants must be currently authorized to work in the United States on a full-time basis.**

This is a full-time position with Baylor's full benefits package. Shifts may include days, afternoons, or overnight schedules including weekend and some holidays. Schedules are assigned after the candidate successfully completes the Baylor Police Department Communication Center's training program

The successful candidate will have the ability to:

1. Relate to all members of the Baylor community
2. Communicate clearly and concisely and relay details accurately.
3. Demonstrate good judgment under pressure
4. Handle multiple tasks simultaneously
5. Deal tactfully and courteously with the public
6. Obtain information from emotional or angry callers.
7. Actively listen to callers and quickly determine the caller's needs and proper Police Department response
8. Operate a personal computer utilizing standard and specialized software and entering information with speed and accuracy.

Dispatcher Qualifications

1. All applicants shall possess a minimum of a high school diploma, associate degree preferred.
2. Applicants must be a minimum of 21 years of age at the time of their appointment with the Baylor University Police Department.
3. One year of clerical and computer experience, two years of relevant work experience is preferred.
4. The applicant must possess a valid Texas Driver's License.
5. Within one year of hire the candidate must complete all training required by the Texas Commission on Law Enforcement (TCOLE) and pass the State's licensing exam. Current certification through TCOLE as a telecommunicator (dispatcher) is preferred.
6. Applicants must meet all Texas Commission on Law enforcement licensing standards set forth in the Texas Commission on Law Enforcement Statutes and Rules Handbook Chapter 217; §217.1. Minimum Standards for Enrollment and Initial Licensure.
7. Applicants must have an active Christian faith.

What You Will Do

Job Duties

1. Answers emergency and non-emergency calls for police, fire, personal assistance, and emergency medical assistance and determines and dispatches appropriate resources to handle the incident.
2. Relays pertinent information to law enforcement and public safety personnel in a concise, organized, and understandable manner.
3. Monitors radio channels and provides immediate information and assistance to police and other first responders.
4. Enters call information into Computer Aided Dispatch records management system.
5. Handles incidents to help ensure the safety of police officers and other first responders.
6. Assists police officers by performing inquiries through the National Crime Information Center (NCIC) and Texas Law Enforcement Telecommunications System (TLETS).
7. Maintains and updates a variety of computer databases, resource management systems and files; enters, edits, and retrieves data.
8. Maintains the integrity, professionalism, values and goals of the Baylor Police Department and Baylor University by complying with all policies and regulations

Additional details pertaining to the position:

- Answer the telephone and relay all information to the correct persons or dispatch officers as appropriate
- Ensure officers receive accurate information when alarm calls are dispatched
- Monitor the police radio and generate call sheets to document police officer activity
- Assist officers with proper recording of information
- Ensure compliance with all state and federal regulations regarding the criminal justice systems used in the Dispatch Center
- Mentor and train newly hired dispatchers
- Maintain all manuals and promote systematic manual updates and reviews
- Make wanted checks on vehicles, persons and articles as requested by officers
- Be aware of emergency call lists, emergency procedures and all related information
- Prepare to take appropriate action to activate Baylor emergency notification system
- Perform all other duties as assigned to support Baylor's mission
- Ability to comply with University policies
- Maintain regular and punctual attendance

What You Can Expect

As part of the Baylor family, eligible employees receive a comprehensive benefits package that includes medical, dental, and vision insurance, generous time off, tuition remission, and outstanding automatic retirement contributions. Baylor has a comprehensive benefits plan that

supports you and your family's wellbeing and allows you to be a part of the life of a vibrant and active college campus. To learn more, go to [Baylor Benefits & Advantages](#).

Explore & Engage

Learn more about [Baylor](#) and our strategic vision, [Illuminate](#). Also, explore our great hometown of [Waco](#) and the many opportunities to [engage locally](#). If you are new to Central Texas, [This is Waco!](#)

About Us

Baylor University is a private not-for-profit university affiliated with the Baptist General Convention of Texas. As an Affirmative Action/Equal Opportunity employer, Baylor is committed to compliance with all applicable anti-discrimination laws, including those regarding age, race, color, sex, national origin, military service, genetic information, and disability. As a religious educational institution, Baylor is lawfully permitted to consider an applicant's religion as a selection criterion. Baylor encourages women, minorities, veterans, and individuals with disabilities to apply.

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