TRINITY UNIVERSITY
JOB DESCRIPTION

Title: Police Dispatcher

Grade: 12 (17.92/hr)

Department: University Police

Revised: April 2019

SUMMARY

Manages service calls and emergency Police response in an accurate and efficient manner. Accurately maintains activity log and other emergency response notification systems. Provides excellent communication skills with both internal and external members of the university community.

DUTIES

1. Provide service, information and directions to the campus community and visitors as the primary nerve center of all university police operations.

2. Perform clerical duties, detailed record keeping, monitor alarm and video systems, and assist in the coordination of shift and office activities during normal and emergency operations.

3. Document all information into the dispatch computer daily activity log and file all updated information into related binders.

4. Receive calls for service from the community and exercise good judgment in providing for the safety and welfare of students, employees, visitors and Trinity University property.

5. Dispatches department staff to investigate incidents and provide emergency assistance.

6. Cooperates and collaborates with other employees in the spirit of teamwork and collegiality.

7. Complies with all of Trinity University policies and guidelines.

8. Performs other related duties as assigned.

The above statements describe the job's essential responsibilities and requirements. They are not an exhaustive list of the duties that may be assigned to job incumbents.

SUPERVISION

Received: Under limited supervision. Proceeds on own initiative within policy limits set by supervisor.
EDUCATION

Required: High school graduate or its equivalent. Must obtain TCOLE Telecommunications Operator certification within 12 months of hire.

EXPERIENCE

Required: One year of work experience with heavy public contact/interaction and/or police dispatching experience.

ACCURACY

Effective interpersonal skills and the ability to handle multiple tasks in a professional and timely manner; ability to use multi-line telephones, dispatching equipment, walkie-talkies and other general office equipment.

PHYSICAL DEMANDS AND WORKING CONDITIONS

Must have good physical stamina to handle emergency situations. The following is a list of activities that is required by this position. They are as follows:

➢ Walking
➢ Climbing Stairs
➢ Standing for long periods of time
➢ Sitting for long periods of time

OTHER

Must pass a physical examination to include drug screening and psychological profile. A thorough background investigation will be conducted, no felony convictions. Must possess a valid Texas Driver’s License and have a good driving history; applicant may not have more than two moving violations in a three-year period. Requires working rotating shifts, weekends, holidays and overtime. Some aspects of this position may be hazardous.

ATTENDANCE STANDARD

Maintaining and satisfying minimum attendance requirements is an essential function of this position, including working all full-time regular hours as established for this position and any scheduled or emergency overtime. All employees in this job classification are required to satisfy this requirement. This job classification may not include “light duty” work or allow unpredictable or unrestricted absences. On-site attendance required.