AUSTIN ISD
JOB DESCRIPTION

JOB TITLE:	**POLICE DISPATCHER**			FLSA STATUS:	**NON-EXEMPT**
PAY GRADE:	**PD 1**	DUTY DAYS:	**260**	DATE REVISED:	**08/20/2026 HC**
FUNDING SOURCE:	**THIS POSITION IS LOCALLY FUNDED.**				

MINIMUM QUALIFICATIONS:

This position requires a High School Diploma or G.E.D. Position requires that the incumbent have or obtain a TCOLE Police Communication Certification within (1) one year of employment. Must have the ability to type no less than 45 wpm. Position requires strong interpersonal skills and the ability to adapt to an environment that may change quickly.

SKILL REQUIREMENTS:

This position requires incumbent to be able to handle multiple duties simultaneously and respond to interruptions. Incumbent must be able to operate a wide variety of communications equipment, as well as standard office equipment such as computer, calculators, calculators, and copiers. Strong interpersonal skills and knowledge of department policies and procedures are necessary.

JOB PURPOSE AND RESPONSIBILITY:

Incumbent monitors phone and radio communications, cameras, alarm systems and Texas/National Law Enforcement Telecommunication Systems (TLETS) while dispatching Police Officers or maintenance workers as required. Incumbent relies on established procedures and may use department and equipment manuals as required.

ESSENTIAL FUNCTIONS:

- Screen and direct telephone calls.
- Dispatch Police Officers to calls for service.
- Monitor school district alarm systems, dispatch patrol officers as necessary; update account information, assist personnel with alarm panel problems and contact alarm technicians.
- Monitor, record, and log all information transmitted across radios.
- Monitor department equipment such as cameras.
- Enter and retrieve data from various sources to include electronic data, on Warrants, Protective Orders, Criminal Trespass Orders.
- Perform miscellaneous administrative/clerical duties to include typing, filing and other duties as assigned.
- Position involves securing highly sensitive department and AISD information.
- Provide an exceptional customer experience for all AISD stakeholders with intentional and professional practices that promote a culture of respect.

OTHER DUTIES AS ASSIGNED:

Perform other related duties as assigned; however, all employees are expected to comply with lawful directives in rare situations driven by need where a team effort is required.

PHYSICAL EFFORT AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may involve rare exposure to blood or body fluids. Regular attendance is required for this position.

Tools/Equipment Used: Radio and telecommunication equipment or systems, video surveillance equipment, multiline telephone system; standard office equipment including personal computer and peripherals

Mental Demands: Work with frequent interruptions, maintain emotional control under stress
Posture: Prolonged sitting; occasional bending/stooping, pushing/pulling, and twisting.

Motion: Repetitive hand motions including frequent keyboarding and use of mouse; occasional reaching, high dexterity

Lifting: Occasional light lifting and carrying (less than 15 pounds)

Environment: Standard office, sometimes noisy; high stress environment within a normal dispatch office setting; regular attendance is required

Mental Demands: Work with frequent interruptions, maintain emotional control under stress

PERSONAL WORK RELATIONSHIPS:

Incumbent receives both detailed and general instructions from the supervisor on a daily basis. Completed tasks may go to a co-worker or the supervisor for review. Incumbent has frequent contact with co-workers and other personnel within the department, faculty, staff, students, parents, and the general public. This position involves extensive telephone work and response to numerous and varied inquiries and requests from contacts listed above. Position requires strong interpersonal skills and the ability to adapt to an environment that may change quickly.

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I have read & acknowledge the job description above.

Employee Signature:		**Date:**	