AUSTIN ISD
JOB DESCRIPTION

JOB TITLE:	**POLICE DISPATCHER LD**			FLSA STATUS:	**NON-EXEMPT**
PAY GRADE:	**PD 2**	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 and the incumbent must hold a current Telecommunicator License from the Texas Commission on Law Enforcement (TCOLE). An Advanced Telecommunicator License from TCOLE and a minimum of five (5) years of Law Enforcement dispatch experience is preferred. This position requires the incumbent to be able to successfully complete the Telecommunication Specialist (Dispatcher) State Certification and obtain the following certifications within the 1st year of hire: TCIC Terminal Agency Coordinator Training, TCIC/TLETS Associate Trainer Course, and Telecommunications Training Officer Course.

SKILL REQUIREMENTS:

This position requires the incumbent to be able to handle multiple duties simultaneously and effectively respond to interruptions. Incumbent must be able to operate a wide variety of communications equipment, as well as standard office equipment such as computers, calculators, and copiers. The ability to learn and retain knowledge of department policies and procedures is necessary. This position requires strong interpersonal skills and the ability to adapt to an environment that may change quickly.

JOB PURPOSE AND RESPONSIBILITY:

Incumbent serves as lead of the AISD Police Dispatchers and assists the Dispatch Supervisor. Incumbent ensures that all Police Dispatchers receive proper training and TCOLE Licensing within their first year of employment. Incumbent will monitor phone and radio communications, alarm systems and dispatching Police Officers or maintenance workers as required. Incumbent relies on established procedures and may use department and equipment manuals as required. In the absence of the Dispatch Supervisor, the incumbent assumes the Dispatch Supervisor role and assumes all related responsibilities/duties of that role.

ESSENTIAL FUNCTIONS:

- Assist in overseeing Austin ISD Police Department dispatchers in their duties, responsibilities, and adherence to all the policies/procedures set forth in the Austin ISD Police Directives and Procedures as well as the Communications Standard Operating Procedure Manual.
- Assist the Dispatch Supervisor with annual performance evaluations for dispatch employees.
- Ensure that local and state systems are functional by coordinating with local IT, Telecom, State DPS, and other personnel as necessary, to sometimes include outside contractors.
- Maintain and supervise required training for dispatchers based on “No Place for Hate”.
- Receive and route student arrest information to respective Principal, School Resource Officer, and Director of Discipline within 24 hours of receiving information as required by Law.
- Ensure that the Telecommunication Specialist (Dispatcher) completes his or her required State Certification within the first year of hire, which is a requirement for continuing employment with the AISD Police Department.
- Assist with screening and interviewing applicants for positions as a Police Dispatcher.

- Assist with the completion of the Dispatch shift schedule, ensuring all shifts are covered, and assist with finding coverage when required when the lead dispatcher is unavailable to cover the shift.
- Ability to, on short notice, cover dispatch shifts for sick call out, scheduled vacations, and scheduled time off for dispatch employees.
- Ability to obtain the following certifications within the 1st year of hire, TCIC Terminal Agency Coordinator Training, TCIC/TLETS Associate Trainer Course, Telecommunications Training Officer Course.
- Ensure that TCIC/NCIC Policy and Procedure is followed by the Austin ISD Police Department employees in the department's semi-annual audits, which include retests of TCIC/NCIC, TLETS, and Police Mobile Courses.
- Assist Dispatch Center Dispatchers during heavy call times to include but not limited to the following duties:
- Screen and direct telephone calls by determining the nature of the call and dispatch personnel as required, direct calls to the appropriate person, take and deliver messages.
- 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.
- Enter and retrieve data on computer systems regarding calls requiring officers to be dispatched.
- 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 required 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

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

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PERSONAL WORK RELATIONSHIPS:

Incumbent reports to the appropriate supervisor of the department. Incumbent receives both detailed and general instructions from the Dispatch 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 public. This position involves extensive telephone work and response to numerous and varied inquiries and requests from contacts listed above.

The Austin Independent School District provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

I have read & acknowledged the job description above.

Employee Signature:		**Date:**	