

Sam Houston State University Human Resources

Staff Classification Description – Dispatcher Supervisor II

Skill Category: Technical/Para-Professional

Position (Employee) Class: 4N996 (N1)

Grade: 14

Date: 08/2016

Department: Public Safety Services

Educational & Experience Requirement: High School graduate or G.E.D. equivalent. Some college or continued education preferred. Courses in management, public safety, or communications helpful. Eight years of experience in emergency service telecommunications. Experience in the supervision of employees preferred. Must hold master telecommunicator proficiency license through the Texas Commission of Law Enforcement (TCOLE). Must be currently employed with SHSU Police Department with at least four continuous years of service as a Dispatcher Supervisor I. A combination of education, experience, and training that would produce the required knowledge and abilities could be considered.

Nature & Purpose of Position: Performs supervisory duties for the Public Safety Services Department. Answers calls and transfers to the proper offices. Receives calls for police services and dispatches police personnel by two-way radio.

Supervision Given & Received: Works under minimum supervision and may supervise dispatchers.

Primary Responsibilities: Supervises, assigns, reviews the work of dispatchers on an assigned shift or assigned activity. Oversees adherence to policies and procedures. Insures operation guidelines of the Texas Law Enforcement Telecommunications System (TLETS) Texas Crime Information Center (TCIC) and National Crime Information Center (NCIC) are followed. Answers all incoming telephone calls to Public Safety Services and transfers to appropriate office. Receives calls for assistance and information. Relays calls for assistance to police patrol units by two-way radio. Documents calls for service with activity, location, and status in the computer aided dispatch system for public safety personnel, and quickly disseminates information. Assigns appropriate public safety personnel to routine and emergency calls for service. Monitors the university's alarm system. Operates the Texas Law Enforcement Telecommunications System in accordance with the TCIC and NCIC policies and procedures. Responds to complaints and grievances. Ensures all equipment in the Communication Office is maintained and in proper working order. Establishes training procedures and materials for personnel and instructs and trains in methods and procedures. Performs other related duties as assigned.

Other Specifications: Requires the ability to type and be capable of using standard equipment common to most offices including computers. Simultaneously inputs, retrieves, and maintains information, reads from both computer screens and printouts, and operating up to two keyboards at once. Must be accurate in business mathematics, spelling, grammar, and punctuation. Must communicate effectively in English, both orally and in writing. Remains aware of university policies and campus events in order to give proper information that is requested. Maintains all required certifications and attends on-going training. Concentrates on assigned task through many distractions. Remains calm under stressful conditions. Must be able to perform a variety of tasks, often changing quickly from one task to another without loss of efficiency or composure. Must have knowledge of Federal Communications Commission rules and regulations pertaining to the operation of public safety communications equipment. Work is performed mostly in a confined area for 8 plus hours and includes minor lifting; needs good manual dexterity, visual and auditory attentiveness and attention to detail. May perform shift work such as 7:00 a.m. to 3:00 p.m., 3:00 p.m. to 11:00 p.m. or 11:00 p.m. to 7:00 a.m. Work schedule is based on the needs of the department. This position may be designated as a Campus Security Authority (CSA).

This is a classification description with the complete list of job duties being maintained at the departmental level. Other job duties necessary for the effective operation of the University are expected to be performed. Any qualifications to be considered as equivalents in lieu of stated minimums require the prior approval of Human Resources.

Sam Houston State University is an at will employer and drug free/smoke free workplace. This position is security-sensitive and thereby subject to the provisions of the Texas Education Code §51.215, which authorizes the employer to obtain criminal history record information. The pay grade range is inclusive of social security benefit replacement pay.