Dispatcher

Job Code 00007236

**General Description**
Responsible for receiving and prioritizing incoming calls.

**Examples of Duties**
Receive and dispatch emergency and non-emergency incoming phone calls.
Enter data, remove, and maintain accurate law enforcement data.
Obtain and process student demographic data and vehicle information.
Monitor fire and intrusion alarm computers.
Verify, review, and maintain office roll calls, time sheets, and law enforcement data logs.
Contact emergency support services to request assistance.
Provide appropriate law enforcement information.
Direct incoming phone calls to appropriate staff within department or other agencies.
Provide accurate and thorough information to the public and officers in emergency and non-emergency situations.
Perform other duties as assigned.

**Knowledge, Skills, and Abilities**
Knowledge of: Law enforcement codes and university rules and regulations; street, building, and office locations, contact persons, and other agency locations.
Ability to: Communicate essential information in accurate and effective manner; prepare data accurately; perform basic math; prioritize incoming calls by determining nature of situations; handle complaints and mediate emergency situations; maintain work standards with constant interruptions.

**Experience and Education**
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

**Other Requirements**
Requires TCOLE Basic Telecommunicator Certification within one year of employment.