

Lone Star College-System Office

Dispatch Supervisor (17001384)

Position Summary:

Oversees staff involved in implementing specific activities or processes. Responsible for the oversight of the Telecommunications center operations and Dispatch Management. Responsible for developing and implementing procedures pertaining to dispatch staff and operations. Responsible for the supervision of the dispatchers within the dispatch office. Performs all essential job functions of a dispatcher.

Responsible for the hiring, scheduling, oversight, supervision, discipline, evaluation and training of the dispatchers. Adheres to all LSCS policies and procedures governing personnel and parking operations.

Job Functions:

Ensures that direct reports are fully trained in all aspects of System policy, college and departmental procedures and adheres to same

Takes corrective action as necessary; conducts annual performance evaluations

Ensures that dispatchers are in compliance with any and all requirements regarding training and certifications on an annual basis

Responsible for compliance reviews and audits

Resolves dispatch discrepancies and conflicts

Responds to 911 calls and customer questions in person, by telephone, in writing, or through e-mail correspondence

Conducts dispatch surveys and studies for Chief of Police

Prepares short and long range plans for dispatch center to present to the Chief of Police

Monitors and assists in preparation of the annual budget

Responsible for other reasonable related duties as assigned

Salary:

\$46,242

Required:

Bachelor's degree and at least 3 years of related work experience, or an equivalent combination of education and experience

Must possess a (TCOLE) basic telecommunications certification or higher

Valid Texas driver's license and ability to meet driving record criteria established by LSC

How to Apply:

ALL APPLICANTS MUST APPLY ONLINE ONLY!

We will not accept application material received via fax, email, mail, or hand delivery.

Postings for part-time and adjunct positions are active for the academic year. By selecting the option to receive notifications on your profile, you will begin receiving electronic communication regarding new opportunities with Lone Star College (LSC).

If selected for an interview, a recruiter will contact you by phone, or email to schedule an interview.

Lone Star College participates in the E-Verify program, under which Lone Star College provides the federal government with information from each new employee's Form I-9 to confirm that the employee is authorized to work in the United States. More information on the E-Verify program is available at www.dhs.gov/E-Verify

Lone Star College is an EEO Employer. All positions are subject to a criminal background check.

<http://jobs.lonestar.edu>