

University of Houston – Clear Lake

Position Description

Job Title: **Dispatch Supervisor**

Job Code: **5217**

Pay Grade: **150**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	High School diploma or GED.	
Experience		
License/Certification		TCLEOSE certification

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

Responsible for the day to day operations of the Telecommunications division. Supervises five Dispatchers and one Records Clerk. Reviews and approves employee time sheets and leave requests. Creates and maintains monthly schedules. Assist employees with work load during high peak work times. Assist with dispatching calls for service to the patrol officers. Provides monthly reports to immediate supervisor.

Duties and responsibilities	% Time
Supervise six employees.	20
Assist employees with dispatching officers to call for service, answering in coming calls during high peak work times.	20
Assist immediate supervisor with various tasks and assignments.	20
Create and maintain monthly employee schedules.	10
Review and approve employee time sheets.	10
Generate monthly reports to immediate supervisor.	10
Assist patrol supervisors and patrol officers with computer research. Provide assistance in resolving complaints with unhappy customers.	10

This position description describes the general qualifications, duties and responsibilities of work being performed.