International Leadership of Texas

The mission of ILTexas is to prepare students for exceptional leadership roles in the international community by emphasizing servant leadership, mastering the English, Spanish, and Chinese languages, and strengthening the mind, body and character.

Job Title: Office MGR/Dispatcher
Reports to: ILTexas Chief of Police
Dept./School: Police Department
Exemption Status/Test: Non-Exempt
Date Revised: 06/2026
Days: 219

PRIMARY PURPOSE:

Under the supervision of ILTexas Chief of Police, the Office MGR/Dispatcher will dually-function as the Police Department's Office Manager and public safety communication role. Primary functions are to operate and monitor multi-channel police radios, security cameras, emergency alarms, and the Texas Law Enforcement Telecommunications System (TLETS) to coordinate emergency response and maintain safety across all school campuses. As well serve as the Chief of Police's office manager. Performs any other duties assigned by the Chief of Police and/or Superintendent.

EDUCATION/CERTIFICATION:

High school diploma or GED
TLETS/TCIC/NCIC Certificate
Basic Telecommunications Operator Certificate (TCOLE)
Valid Unrestricted Driver's License Throughout the Duration of Employment

EXPERIENCE:

1+ years of experience
Prior dispatching or law enforcement *(Preferred)*
Bilingual *(Preferred)*

SPECIAL KNOWLEDGE/SKILLS:

Ability to work independently and exercise good judgement with limited supervision in successfully performing duties.
Ability to utilize and maintain meticulous Computer-Aided Dispatch (CAD).
Ability to maintain logs, daily records and incident reports in an organized and efficient manner.
Perform under duress and maintain composure during emergency situations.
Make sound decisions when handling threats, crisis or emergencies.
Ability to communicate effectively both written and orally.
Ability to actively listen to decipher intent of calls, have command presence in tone to calm a panicked caller to attain as many details as possible, adapt communication delivery to address a variety of emergencies being conveyed.
Ability to multi-task handling incoming calls while maintaining organized and efficient day-to-day operations in the office.
Ability to use Microsoft Office including Excel, MS Word, PowerPoint, TEAMs.

Major Responsibilities and Duties:

1. Assists Police Chief, supervisors, officers, and other law enforcement agencies via computer or telephone with receiving and relaying information.
2. Receive and respond to emergency and non-emergency calls for ILTexas Police Department, determine if the call requires Police, Fire, EMS, or other agency response.
3. Communicate with officers via police radio.
4. Enters, obtains and relays information from the Texas Law Enforcement Telecommunications System.
5. Effectively interpreting laws and regulations, making decisions, maintaining composure, and working effectively under stressful conditions and emergency situations.
6. Operates various computer systems to include Computer Aided Dispatch Texas Law Enforcement Telecommunications System.
7. Operates multi-channel trunked radio system covering multiple counties. Operates police radio system.
8. Maintains the efficiency of the ILTexas Police Department office including ordering supplies, assisting Chief of Police as directed, etc.
9. Inform Chief of Police and appropriate administrators of any injuries or accidents involving students and charter personnel.
10. Maintains a professional level of confidentiality of department and charter matters.
11. Maintain and complete any required training or certifications required by local, state or federal guidelines.
12. Work cooperatively with local, state and federal law enforcement agencies.
13. Follow all Charter's policies including safety, emergency procedures and the Educator's Code of Ethics.
14. Any related duties as needed.

Supervisory Responsibilities:

None

Mental Demands/Physical Demands/Environmental Factors:

Tools/Equipment Used: Standard office equipment including computer and peripherals; charter vehicle
Posture: Prolonged walking; frequent standing, kneeling/squatting, bending/stooping, pushing/pulling, and twisting; may work in tiring and uncomfortable positions
Motion: Frequent walking, running, jumping fences, climbing stairs/ladders/scaffolding; regular grasping/squeezing, wrist flexion/extension, and overhead reaching
Lifting: Occasional lifting and carrying (15–44 pounds)
Environment: Work outside and inside, on slippery or uneven walking surfaces; frequent exposure to extreme hot and cold temperatures
Mental Demands: Maintain emotional control under stress
This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Reviewed by _____ Date _____

Received by _____ Date _____