Primary Purpose:
Ensure a high degree of safety and security for Garland ISD students, staff, families, community and property by monitoring all campus alarm and camera systems. Also communicate with security officers to assist in their daily activities. Assist the local police departments as directed in crisis situations.

Qualifications:

Education/Certification:
High School Diploma, required
First Aide, CPR and AED Certification, preferred
911 Dispatch Certification, preferred

Special Knowledge/Skills:
Knowledge of security dispatch operations
Knowledge of the role of security in a business environment
Knowledge of report writing as part of security operations
Knowledge of computers and basic Microsoft Office programs
Ability to work under pressure in crisis situations
Ability to utilize two-way radios to communicate with other officers and first responders
Provide valid Texas Class C driver license and prove insurability to operated district vehicles

Experience:
Minimum of two (2) years' experience working as a security dispatch

Major Responsibilities and Duties

Security and Telecommunications

1. Ensure schools are properly and adequately secured by monitoring security/fire alarm and CCTV systems and reporting all incoming alarms to patrol officers or local police and fire departments as required.
2. Operate a multi-line telephone console system to properly communicate as needed.
3. Translate information to appropriate codes.
4. Determine and assign the level of priority of all calls and enter the data in the computer dispatch program.
5. Communicate with local 911 dispatch centers for all emergencies requiring fire of police response.
6. Monitor and operate radio console and utilize proper radio etiquette when speaking.
7. Receive and respond to a variety of emergency and non-emergency calls and complaints.
8. Monitor and grant access to district facilities according to department and district policy.
9. Report all malfunctioning district security equipment by entering work orders to the appropriate
department.
10. Communicate after-hours maintenance emergency calls to the appropriate personnel to ensure timely
repairs.
11. Maintain a working, professional rapport with district staff and school resource officers at all times.
12. Successfully manage crisis situation in coordination with campus administrators and the campus SRO.
13. Adhere to district directives, policies and safety standards as they relate to daily duties.
14. Perform self-study and attend training to maintain technical proficiency on systems utilized by the district
along with completing NIMS and Emergency Operations training.
15. Perform all work in a professional manner that reflects positively on the security department,
superintendent and the Board of Trustees.
16. Assist with any security issues as directed by the director of security and telecommunications.

Policy, Reports, and Law

17. Complete all reports necessary throughout shift as documentation for all designated events.
18. Comply with all laws when transmitting information via first responder radios.
19. Comply with the International Fire Code as required when responding to fire alarms from district
facilities.

Supervisory Responsibilities

None.

Mental Demands/Physical Demands/Environmental Factors

Tools/Equipment Used: Standard office equipment including personal computer and peripherals;
telephone, cellular phone, copier/fax machine; calculator; school vehicle; radio communication equipment;
safety equipment

Posture: Ability to stand and sit for prolonged periods of time; ability to climb a ladder; ability to kneel or
crawl

Motion: Prolonged sitting and walking; twisting, reaching, pushing/pulling; overhead reaching

Lifting: Lifting up to 50 pounds (ladder weight) on a regular basis; light carrying under 20 pounds (tool bag)
on a regular basis

Environment: Exposure to temperature extremes (hot or cold); exposure to humidity extremes; exposure
to noise; exposure to low or intense illumination; exposure to vibration; exposure to biological hazards;
exposure to chemical hazards; exposure to electrical hazards, work outside; prolonged exposure to sunlight;
work on slippery or uneven surfaces; work alone; work prolonged or irregular hours

Mental Demands: Maintain emotional control under stress; work with frequent interruptions; climbing
stairs; driving school vehicles; ability to exercise reasoning and problem-solving skills while under stress.
Must demonstrate ability to communicate effectively (verbal and written).

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list
of all responsible and duties that may be assigned or skills that may be required.