

DISPATCHER

Department: Police

Pay Grade: 17

Hiring Pay: \$16.62

FLSA Status: Non-Exempt

JOB SUMMARY

Perform a variety of dispatching duties for emergency and non-emergency calls from and/or to the public, police department, fire department, EMS, animal control, and city utilities. Dispatch personnel to calls for service and be able to use a variety of communication equipment such as: radio, multi-line telephone system, and computer systems. Provides general clerical and data entry duties, documents and maintains appropriate records and information, files and distributes a variety of documents.

SUPERVISION RECEIVED AND EXERCISED

- Receives direct supervision from the shift supervisor or Support Lieutenant.
- Exercises no supervision.

QUALIFICATIONS

Education and Experience:

- High school diploma or GED required.
- Valid Texas driver's license.
- Two years' experience in emergency Computer-Aided Dispatch and/or clerical experience preferred.

Special Qualifications:

- Obtain certification through the Texas Commission on Law Enforcement as a Telecommunicator within 1 year from date of employment; maintain Telecommunicator certification for duration of employment.

Knowledge, Skills and Abilities:

- Ability to speak the English language; basic oral and written skills and the ability to communicate proficiently.
- Principles and procedures of filing and record keeping.
- Pertinent Federal, state and local laws, codes, and regulations.
- Policies, procedures, and methods used in the operation of a dispatch center and a computer-aided dispatch system.
- Operation of modern office equipment and systems including computers, software, and radio equipment.

- Knowledge of police procedures and codes, city streets, buildings, and geographic regions.
- Ability to think and act appropriately in emergency situations while using common sense and proper professional training.

ESSENTIAL JOB FUNCTIONS

- Receive emergency and non-emergency phone calls; dispatch field units to situations.
- Determine nature and location of calls; determine the priority of calls and dispatch available units accordingly.
- Respond to calls in a timely and effective manner; may be required to deal with irate, hysterical, abusive, and/or aggressive callers while maintaining a calm composure.
- Answer the telephone and provide the public with general information as required; work tactfully with the general public and co-workers.
- Communicate regularly with police officers, prosecuting attorney's office, court officials, and other law enforcement-related agencies.
- Maintain the confidentiality of sensitive information.
- Operate required specialized equipment, including monitoring radio, alarm, and computer traffic; perform proper maintenance of city equipment.
- Ability to appropriately handle high stress situations and perform multiple functions at the same time.
- Utilize TLETS, and TCIC/NCIC systems; perform inquiries on driver's licenses, vehicles, property, warrants, and criminal background checks as requested by authorized personnel.
- Ability to understand and follow instructions, policies, rules and regulations.
- Provide assistance and information to the general public as necessary.
- Provide clerical support including typing, filing, compiling statistics, as well as maintaining records, reports and logs; prepare reports and other essential documents.
- As needed, receive payments from the public for fines and issue receipts.
- Order and maintain supplies for assigned department as directed.
- Maintain work area neatly, safely, and organized fashion; organize time and materials and use organization skills and judgment to handle a variety of duties at once; determine duties of the most pressing nature and set priorities.
- Establish and maintain effective working relationships with co-workers.
- Perform additional duties as directed.

PHYSICAL REQUIREMENTS

- Must be physically fit in order to perform all required duties.
- Must be able to sit for extended periods of time.
- Ability to walk, bend, reach, stoop, kneel, crawl, climb, and lift objects up to 40 pounds.
- Ability to operate motorized equipment and/or assigned vehicles.
- Have adequate speech, hearing, and eyesight required to perform the duties of the position.
- Have the necessary visual acuity and the ability to distinguish color to perform the duties of the position.

WORK ENVIRONMENT

- Work is primarily performed in a public safety communications/office environment.
- The position requires extended periods of sitting, exposure to computer screens and keyboarding, and working closely with others.
- Exposure to high levels of stress and emotional/psychological challenges common to the delivery of emergency dispatch services is involved.
- Must be willing to work any assigned shift including, but not limited to, nights, weekends, and holidays.

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.