

DISPATCHER

STEP NO. 1

EEOC CATEGORY: ADMINISTRATIVE SUPPORT

PAY GROUP: 7-FULL TIME

FLSA: NONEXEMPT

SUMMARY OF POSITION

Ensures the smooth operation of clerical and dispatching functions for emergency operations and activities in the city.

ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Support Services Supervisor
2. Directs: This is a non-supervisory position.
3. Other: Regularly works with all protective service agencies to coordinate efficient response in emergency situations. Has telephone contact with all city employees.

EXAMPLES OF WORK

Essential Duties*

Receives incoming calls on both the telephone and two-way radio, and takes appropriate action, such as dispatching an officer, ambulance, fire truck or wrecker to the scene;

Records and provides information;

Maintains radio contact with mobile police units and with other law enforcement officers and agencies;

Relays information to officers in the field;

Relays to appropriate departments after-hours-calls including, but not limited to, street light outages, water leaks, dead and stray animals, and road and street sign damages;

Enters incident information and offense reports into computer;

Maintains a log of all radio communications;

Prepares documentation of requests for police services;

Maintains current record of emergency numbers of businesses;

Receives incoming walk-in traffic, directing them to the appropriate person or dealing with the situation, if possible;

Checks records of suspects and/or vehicles utilizing computer equipment;

Notifies the appropriate Department Head, Chief of Police, and the City Secretary of any vehicular accident involving city automobiles or vehicles, regardless of the time of day or night;

Answers non-emergency calls to the city promptly and pleasantly;

Courteously assists or directs citizens who telephone or visit the Police Department; and

Accurately takes messages for employees when they are not available and relays them to the employees in a timely manner.

OTHER IMPORTANT DUTIES*

Performs such other related duties as may be assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: radio transmissions procedures and Federal Communications Commission rules and regulations governing operation of radio transmitting and receiving; computer operations; basic law enforcement practices and procedures; and policies and procedures of the TCIC/NCIC system.

Skill/Ability to: read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; write routine reports and correspondence; speak effectively over the telephone and radio equipment to, other police department employees, other law enforcement agencies, citizens and other department employees; remain calm during emergency situations; function under the stress of a dispatch office with attention often divided between two or more calls, or several tasks; add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; deal with problems involving several concrete variables in standardized situations; establish and maintain effective working relationships with co-workers, law enforcement officials and agencies, and with the general public; maintain appropriate necessary certifications; and maintain valid Texas driver license and acceptable driving record in accordance with city policies and standards.

ACCEPTABLE EXPERIENCE AND TRAINING

High school graduation, or its equivalent, plus special law enforcement telecommunications and computer training desirable, but not required; or

Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

CERTIFICATES AND LICENSES REQUIRED

Basic Telecommunicator Proficiency Certification on the TCIC/NCIC system; or

Ability to complete such certification within first year of employment; and

Certification as a Notary Public (provided by the city), must be bondable; and

Valid Texas driver license.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk and hear. The employee frequently is required to stand and reach with hands and arms. The employee is occasionally required to walk; climb; stoop, kneel, or crouch when filing documents. The employee must occasionally lift and/or move objects weighing up to 35 pounds, such as files, materials or other similar objects. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Works in a climate controlled indoor environment. Work environment is highly stressful and demanding. May be exposed to foul and disrespectful language when answering incoming telephone calls. The noise level in the work environment is usually moderate. May be exposed to communicable diseases daily.