

## **TELECOMMUNICATOR/DISPATCHER**

### **JOB SUMMARY:**

Directs calls for non-emergency and emergency service purposes including police, fire and after-hours calls for other city departments; non-emergency inquires. Employee must be available to work various shifts, including weekends and holidays.

### **REPORTING RELATIONSHIP:**

Reports to: Dispatch Supervisor

Supervises: None

### **ESSENTIAL JOB FUNCTIONS**

- Receives and records emergency and routine business calls as well as 911 emergency calls.
- Determine if emergency or non emergency situations exist, determine extent and type of assistance needed and dispatch appropriate police and fire units to calls for service.
- Maintain contact with all units on assignment, maintain status and location of police and fire units; while simultaneously entering, updating and retrieving information from a variety of computer systems.
- Refer calls to other agencies or departments as needed.
- Maintain communication, concentration, and decision making ability in life threatening or crisis situations, or when callers are irate, verbally abusive, hysterical, or minimally communicative.
- Handle multiple calls or emergencies simultaneously without losing concentration or judgment.
- Make split second decisions about emergencies based on sound analysis of information obtained and knowledge of emergency procedures.
- Performs related duties and fulfills responsibilities as required.

### **EXAMPLES OF WORK:**

- Receive requests for information regarding vehicle registration, driving records and warrants, and provide pertinent data.
- Monitor several public safety radio frequencies.
- Operate a variety of communications equipment, including radio consoles, telephones and computer systems.
- Serve as receptionist for the Department; answering the phone; transferring calls to the appropriate personnel and take messages as needed.
- Perform miscellaneous duties associated with dispatching and records, i.e. filing of reports and other duties with regard to records as instructed by the immediate supervisor. Including scanning old offense reports; printing reports as needed for other divisions and agencies; collecting monies for copies of reports, and completing associated paperwork and receipts.

- Do validations of outstanding cases in the TCIC/NCIC system; including arrest warrants, stolen property etc.

#### **QUALIFICATIONS:**

- Required to have a high school diploma or GED.
- Required to have a valid Texas Driver's license or ID Card
- Must be able to type 35 words per minute.
- Dispatching experience preferred.
- Ability to be certified by the Texas Department of Public Safety in TCIC/NCIC operations within 6 months of employment.
- Ability to be certified as a Basic Telecommunications Operator by the Texas Commission on Law Enforcement (TCOLE) within six months of employment.
- Applicants must pass an oral interview, extensive background investigation to include criminal history, driving record, and credit/financial history, psychological exam, physical exam and drug screen.
- Bi-lingual skills a plus.

#### **PHYSICAL REQUIREMENTS:**

Physical requirements may include:

- Standing/Walking: Walking required for communicating with other divisions, obtaining information, attending meetings in other buildings.
- Walking indoor buildings conditions are concrete or tile. Outdoor conditions are gravel, dirt and concrete.
- Sitting: Primary work position for prolonged periods of time while being restricted to immediate dispatch radio area.
- Reaching/Handling/Fine Dexterity: Reaching and handling required for telephone, radio, file cabinet and computers. Required frequently to use computer keyboard.
- Vision: Required to perform all tasks associated with this job.
- Pushing/Pulling: Occasionally pushing and pulling of the file cabinet drawers requiring 5-15 lbs. of pressure to open and close.
- Kneeling/Crouching/Crawling/Bending/Twisting: Occasional kneeling to pick up printouts, supplies, or other items. Occasional crouching.
- Hearing/Talking: Primary aspect of job; hearing required to take and dispatch calls; auditory discrimination helpful in identifying police units in emergency situations.
- Foot Controls: Operate radio foot control.
- Lifting/Carrying: Mostly light lifting of paper files, occasionally must carry a box of computer paper from supply room to communications office.

#### **WORK LOCATION AND HOURS:**

- Work location is in the City's Emergency Communications Center.
- Work hours are varied.
- Must be able to work weekends, holidays, and overnight hours as needed.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of the City's Policies and Procedures.
- Knowledge of computer technology and equipment, such as radio, phones and computers.
- Knowledge of law enforcement terminology and procedures.
- Skill in multitasking, coordinating simultaneous mental, manual and visual activities.
- Skill in observing situations analytically and objectively and relaying details accurately.
- Skill in communicating using two-way radio and telephone equipment.
- Skill in operating a variety of communication equipment effectively.
- Skill in the use of computer equipment.
- Ability to speak clearly and concisely.
- Ability to think clearly and act quickly in emergencies.
- Ability to establish and maintain effective working relationships with all personnel, and outside law enforcement agencies and the public.
- Ability to meet attendance schedule with dependability and consistency.
- Ability to work various shifts, weekends, holidays and overtime as needed.
- Ability to work alone or within groups.