

Dispatcher

Dept/Div: Police Department/N/A

FLSA Status: Non-Exempt

General Definition of Work

Performs intermediate human support work monitoring, responding, and performing emergency dispatch and crisis intervention services, and related work as apparent or assigned. Work is performed under the moderate supervision of the Dispatch Supervisor.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Essential Functions

Answers emergency, and all administrative requests for service, alerting system, and Telecommunications Device for the Deaf/TeleTYpewriter (TDD/TTY) for hearing and speech impaired; coordinates and dispatches emergency service responses to various public safety agencies.

Ascertains emergency priority level for medical dispatch; performs data entry for a variety of transactions into the appropriate dispatch system.

Supports and assists with answering questions by analyzing and interpreting emergency situations; resolves complaints or challenges; provides identification and/or criminal history background to local agencies as needed or required.

Maintains computerized records and files; destroys and deletes records as instructed; researches records for further information on wanted or missing persons; assists the public with the completion of standardized alarm renewal registration forms or documents.

Assists in preparing animal city registration reports for submission to appropriate state agency; receives and processes animal shelter funds.

Knowledge, Skills and Abilities

General knowledge of street system and location of major buildings and facilities; general knowledge of transportation policies and procedures; general knowledge of the traffic laws and regulations governing passenger vehicles operations; ability to record information accurately and quickly, ability to speak distinctly; ability to plan and supervise the work of subordinates; ability to establish and maintain effective working relationships with associates, department heads, government officials, and the general public.

Education and Experience

High school diploma or GED and minimal experience, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 50 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires standing, walking and reaching with hands and arms and occasionally requires stooping, kneeling, crouching or crawling and pushing or pulling; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Dispatcher

Special Requirements

Obtain Texas Law Enforcement Telecommunication System (TLETS) Certification Department of Public Safety (DPS) within one year of hire.

Obtain Emergency Medical Dispatch (EMD) training within one year of hire.

Must meet and maintain all training and education requirements for position.

Valid driver's license in the State of Texas.