

CLASS TITLE:	Police Dispatcher	GRADE: 22
DEPARTMENT:	Communications	RANGE: \$11.43-\$16.10
DIVISION:	Public Safety	FLSA STATUS: Non-Exempt

JOB SUMMARY:

Under general supervision, receives calls concerning crimes, emergencies and other activities. Routes appropriate law enforcement and fire personnel to scene. Forwards hospital-related calls to appropriate location. Monitors radio traffic to maintain contact and status of law enforcement personnel.

ESSENTIAL JOB FUNCTIONS:

Receives emergency and non-emergency calls for service by phone and in person; prioritizes calls; tracks location and availability of police units; dispatches police units and/or forwards call to appropriate agency for response; runs and provides law enforcement requests for license and operator information/records; monitors police radio calls; dispatches additional units and/or law enforcement personnel as required to maintain safety and protection of officer(s); contacts other agencies to provide backup assistance as required.

Logs all calls and prepares and maintains written log of calls and activity during shift; enters and updates wanted persons, missing persons, stolen vehicles, stolen items, runaways and other information into a number of law enforcement data banks; researches and maintains current information regarding changes in maps, areas, units to be dispatched, etc.; reviews and determines eligibility for public assistance/Salvation Army vouchers; runs requester information to check for wants and warrants; provides assistance according to established parameters.

Performs other duties as assigned or required.

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

- ◆ Knowledge of applicable local, state and Federal statutes, rules, regulations, codes, ordinances, case law, City of Palestine policies and procedures, and other governing documents.
- ◆ Knowledge of police and other emergency dispatch policies, procedures and requirements.
- ◆ Knowledge of the basic principles of record keeping and file maintenance.
- ◆ Knowledge of telecommunication systems and a variety of law enforcement computer systems.
- ◆ Knowledge of street locations and map reading.
- ◆ Skill in working under pressure involving potentially conflicting information, fast moving, changing events, scared, traumatized and/or injured people.
- ◆ Skill in establishing priorities and handling high stress situations.
- ◆ Skill communicating detailed information clearly, concisely, and accurately.
- ◆ Skill accurately entering and retrieving information form law enforcement computer system.
- ◆ Skill in handling a high volume of telephone and radio traffic.
- ◆ Skill reading street maps.
- ◆ Skill establishing and maintaining effective working relationships with supervisors, co-workers, and the public.

REQUIRED EDUCATION, DEGREE, CERTIFICATES AND/OR LICENSES:

A high school diploma or GED AND six months of public and/or private sector dispatching is preferred. Clerical, secretarial, or closely related work experience with extensive public contact in person and/or by phone, working with computers, or performing closely related duties is required.

ADDITIONAL REQUIREMENTS:

Must be able to obtain within six months of employment and retain Texas and National Criminal Investigation Commission certification. Must be able to work any shift and extended hours as needed. Part-time Dispatchers are not eligible for TMRS retirement or benefits.

May be exposed to infectious diseases, potential physical harm and work in a stressful environment. Work schedule may be at times and days outside the traditional work week.

PHYSICAL REQUIREMENTS:

(Essential functions, as defined under the Americans with Disabilities Act may include, but are not limited to, the following tasks, knowledge, skills and other characteristics. **This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.**)