



Job Description – Police Dispatcher

Job Title:	Police Dispatcher	Department:	Police Department
Group:	9	FSLA Status	Non-exempt
Salary Range:	Not to exceed mid-range	Position Type:	Full Time
Reports To:	Lieutenant- Support Services	Directs:	None

Applications Accepted By:

E-MAIL: humanresources@palestine-tx.org Subject Line: Attention: Human Resources/ Job Title	MAIL OR IN PERSON: (MONDAY- FRIDAY; 8A-5P) City of Palestine Human Resources 504 North Queen Palestine, Texas 75801 (903)731-8421
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Job Description

OBJECTIVE

THE INTENT OF THIS POSITION DESCRIPTION IS TO PROVIDE A REPRESENTATIVE SUMMARY OF THE MAJOR DUTIES AND RESPONSIBILITIES PERFORMED BY INCUMBENT(S) IN THIS POSITION. INCUMBENT(S) MAY NOT BE REQUIRED TO PERFORM ALL DUTIES IN THIS DESCRIPTION AND INCUMBENT(S) MAY BE REQUIRED TO PERFORM POSITION-RELATED TASKS OTHER THAN THOSE SPECIFICALLY LISTED IN THIS DESCRIPTION.

OPERATES EMERGENCY COMMUNICATIONS EQUIPMENT, WHICH RECEIVES AND DISPATCHES POLICE OR FIRE EMERGENCY CALLS VIA TELEPHONE AND ELECTRONIC DISPATCH EQUIPMENT. ALSO, OPERATES VARIOUS ON-LINE DATA ENTRY TERMINALS. THE COMMUNICATIONS CENTER IS A 24/7/365 OPERATION SO YOU MAY BE REQUIRED TO WORK NIGHTS/WEEKENDS/HOLIDAYS AND OVERTIME. REGULAR ATTENDANCE AND PUNCTUALITY ALONG WITH BEING PREPARED TO COMMENCE WORK AT DESIGNATED WORK LOCATIONS, ON THE ASSIGNED OR SCHEDULED DAYS AND HOURS IS EXPECTED.

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

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.**

- 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 computerized log of calls and activity during shift.
- Enters and updates wanted persons, missing persons, stolen vehicles, stolen items, runaways etc. into law enforcement data base.
- Runs requester information to check for wants and warrants; provide assistance according to established parameters.



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- Research and maintains current information regarding changes in maps, areas, units to be dispatched.

OTHER IMPORTANT JOB FUNCTIONS

- 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.
- Knowledge of basic computer functions and systems.
- 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.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- 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.
- Must be able to obtain within one (1) year of employment and retain Texas Commission on Law Enforcement.
- Must be able to work any shift and extended hours as needed.

ACCEPTABLE EXPERIENCE AND TRAINING

Related work experience is preferred.

CERTIFICATIONS AND LICENSES REQUIRED

- Must be willing and capable of completing all required courses and classes for certification requirements.
- Must possess a Valid Texas motor vehicle driver's license

CONDITIONS OF EMPLOYMENT

- Must pass a pre-employment drug screen and/or physical exam. Employees are subject to random drug/alcohol testing throughout their employment.
- Must obtain a Telecommunicator license from the Texas Commission on Law Enforcement (TCOLE) within one (1) year of employment. U.S. citizenship is required by TCOLE.
- Must complete TCIC/NCIC, TLETS, and TDD training within six (6) months of employment and an extensive training period.
- Must have and maintain a satisfactory driving record.
- Must have proficient typing skills with a minimum speed of 40 WPM or higher with accuracy.
- Regular attendance is required.



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Police Dispatchers are considered Essential Services Positions and will be required to provide services in the course and scope of their employment for the benefit of the public during emergency situations, that threaten the safety of Palestine’s citizens.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is regularly required to sit; use hands; talk and hear. The employee is frequently required to walk, sit and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

Performs other duties as assigned or required.

This facility operates 24 hours every day of the year. Must be able to work any shift and extended hours as needed. 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.

ADDITIONAL INFORMATION

This job description is not intended to be construed as an exhaustive list of responsibilities, duties and skills required. City management has exclusive rights to alter this job description at any time without notice. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. This document does not create an employment contract, implied or otherwise, other than an 'at-will' relationship.

The City of Palestine affords equal employment opportunity to all individuals regardless of race, color, national origin, gender, gender identity, religion, age, disability, veteran status, or sexual orientation or other protected status.

Your application is part of the review process; be sure it is complete. If attaching a resume, all information requested on the application form must also be completed (i.e. writing “see resume” is not sufficient).

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	
Received By:		Date:	