



Job Description – Police Dispatcher

Job Title:	Police Dispatcher	Department:	Police Department
Group:	22	FSLA Status	Non-exempt
Salary Range:		Position Type:	Full Time
Reports To:	Lieutenant- Support Services	Directs:	None

Applications Accepted By:

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

OBJECTIVE

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 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.; runs requester information to check for wants and warrants; provides assistance according to established parameters.

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.



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- 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 from 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 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.

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 six (6) months of employment. U.S. citizenship is required by TCOLE.
- Must complete TCIC/NCIC, TLETS, and TDD training within 6 months of employment and an extensive training period.
- Must have and maintain a satisfactory driving record.
- Must have a typing speed of 35 WPM or higher.

ADDITIONAL INFORMATION

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.

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Reviewed By:	M. Harcrow	Date:	02/03/2020
Approved By:	M. Harcrow	Date:	02/03/2020



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Last Updated By:	Lisa Cariker	Date/Time:	03/05/2020
Received By:		Date:	