

DATE	July 2012
JOB CODE	
FLSA	NON-EXEMPT
EEO	

JOB TITLE: Telecommunications Dispatcher DEPARTMENT/DIVISION: City Manager's Office REPORTS TO: Telecommunications Shift Supervisor

**SUMMARY:** Responsible for performing duties related to answering and dispatching emergency and administrative calls for service. Incumbents confirm warrants for arrest and query regional, state, and national databases. Work is performed with limited supervision.

#### **ESSENTIAL JOB FUNCTIONS:**

- Answers incoming 911, TTY emergency, and non-emergency calls. Prioritizes calls and determines proper routing utilizing established guidelines and operating procedures. Assigns calls and report numbers. Dispatches animal control officers, police officers, firefighters, and ambulance services to calls for service. Confirms warrants for internal and external agencies.
- Monitors radio channels and dispatches appropriate public safety personnel. Ensures dispatch of officer requests for back-up or traffic-related assistance.
- Provides pre-arrival instructions for emergency medical calls and relays vital information to hospital emergency rooms when necessary.
- Maintains the accurate status of each officer on patrol, including times in and out of service and locations. Documents all traffic stops.
- Runs wanted and/or stolen checks through the NCIC/TCIC computer system for outstanding warrants or other information. Confirms and relays information to originating officers.
- Inputs and monitors burglary reports, protective orders, and missing person reports from applicable regional, state, and national databases.
- Sends teletypes, which includes entering, clearing, and validating computer entries.
- Completes supplemental reports as needed for the recovery of property. Forwards documentation to applicable internal departments.
- Obtains a variety of information for officers and/or applicable external agencies, which may include: driver's license information, criminal histories, property information, and/or other related information. Confirms warrants for internal and external agencies.
- Performs other duties as assigned.

## SUPERVISORY/BUDGET RESPONSIBILITIES:

• None.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Skilled in providing customer service;
- Skilled in remaining calm under extreme pressure;
- Skilled in working with multiple interruptions while conducting multiple tasks;
- Skilled in operating modern office equipment;
- Skilled in exercising sound judgment;
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.

# MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D. OR completion from the 11<sup>th</sup> grade and currently enrolled in a High School Public Safety program AND
- One year of customer service experience.
- Must obtain NCIC Telecommunicator Certification, Emergency Medical Dispatch Certification, NCIC/TCIC Certification, and TCLEOSE Certification within one year.
- Must pass a "Criti-call" dispatch simulator test.

### PREFERENCES:

• None.

### **WORKING CONDITIONS:**

- Frequent reaching, sitting, talking, seeing, hearing, and manual dexterity.
- Work is typically performed in a standard office environment.

### **CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.
- Must pass a psychological and polygraph screening.
- Must pass Criti-call and Select Inc. screening.