

# **Job Description**

## **POLICE DISPATCHER**

### **ESSENTIAL FUNCTIONS OF THE POSITION:**

- 1. Monitoring and receiving calls and broadcasting on multiple radio frequencies;**
- 2. Receiving requests for police, fire, county sheriff's office and other emergency services by telephone or radio;**
- 3. Determining the nature of required assistance, location and other pertinent information;**
- 4. Dispatching required units according to standard operating procedures;**
- 5. Monitoring radio traffic of other agencies and city departments;**
- 6. Monitoring emergency telephone systems;**
- 7. Maintenance of log sheet entries recording time officer's call out of unit, location and time officer/unit is back in service;**
- 8. Receiving requests for information from officers in the field and other authorized persons;**
- 9. Utilizes computer terminal to access and retrieve information relative to motor vehicle registration, drivers license;**
- 10. Criminal history stolen vehicles, stolen articles, wanted and warrants and similar data;**
- 11. Transmitting of information by radio or telephone.**
- 12. Sending and receiving of interstate and intrastate administrative messages to other law enforcement agencies utilizing computer terminal;**
- 13. Initiation of all points messages as directed;**
- 14. Performs data entries into national crime center files;**
- 15. Performs dispatching duties for other departments of the city after their normal business hours.**

### **PERFORMS OTHER RELATED WORK AS REQUIRED:**

- 1. In performing the functions of the position, incumbent will be sitting for approximately seven hours per day;**

2. **Repetitive hand and wrist movement will be used throughout the day in operating equipment;**
3. **Must be able to communicate effectively, courteously, and clearly in English, verbally and written, including speaking distinctly, responding promptly, hearing in the normal range to protect the safety of officers and others; simultaneously listen and comprehend both telephone and radio traffic;**
4. **Employee must work in a periodically extremely active environment, therefore, must have consistent performance in stressful situations, being able to concentrate on assigned tasks through many distractions;**
5. **Must be able to work in a confined area of very limited space;**
6. **Must be able to lift, push or pull supplies of up to 25 lbs. in weight;**
7. **Must be able to stoop, squat, kneel and stretch to reach areas of worksite for routine cleaning and inspection of equipment.**

**REQUIREMENTS OF WORK:**

**Graduation from high school or GED and some experience in the operation of a voice radio transmitter or any combination of training and experience which provides the following knowledge, abilities and skills preferred.**

1. **Knowledge of the street system and geography of the city, including adjacent areas.**
2. **Knowledgeable in principles involved in the operation of radio, telephone, and related communication equipment.**
3. **Ability to operate radio and telephone equipment quickly and accurately, under heavy workload conditions.**
4. **Ability to speak clearly and concisely in a well modulated voice and to use good diction.**
5. **Ability to think and act quickly, calmly and accurately in emergency situations.**
6. **Ability to maintain required records and perform limited typing.**
7. **Ability to establish and maintain effective working relationships with others.**
8. **Ability to operate computer terminal and/or other 9-1-1 emergency equipment.**

**NECESSARY SPECIAL REQUIREMENTS:**

1. **Employees of this class must possess a valid Texas Class C Drivers License.**
2. **Must have the ability to type at a rate of 30 wpm, and pass other clerical battery tests.**