

Job Description: SENIOR DISPATCHER

CLASS NO. 1809

EEOC CATEGORY: Technicians

PAY GROUP: 18

FLSA: Nonexempt

SUMMARY OF POSITION

Ensure smooth operation of day-to-day dispatching functions of the Sheriff's Office. Duties include planning and monitoring the work of the dispatchers, ordering supplies, reading and transmitting telephone and radio messages to and from police field units, and performing necessary documentation. Also includes Terminal Agency Coordinator, in charge of monthly validations, responsible for audit every two years for the history of the work being done by this agency.

ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Chief Deputy
2. Directs: Supervisory position – Dispatchers
3. Other: Works closely by telephone, radio, teletype, computer, and in person with other departmental employees, law enforcement, emergency response, governmental agencies, and the general public.

EXAMPLES OF WORK

Essential Duties

Monitors and responds to incoming calls on assigned telephone or teletype lines and two-way radio frequencies, evaluates and directs calls to appropriate staff and/or agency, dispatches units and relays information pertinent to field operations;

Monitors and responds to emergency 9-1-1 calls, weather and livestock reports, and various assigned security alarm systems;

Assures dispatchers perform assigned duties in accordance with established departmental policies and recommends disciplinary action for noncompliance;

Assists with interviews, evaluations, and recommendations for hiring qualified persons as dispatchers;

Trains, monitors, and evaluates the work of dispatchers;

Prepares dispatchers' work and leave schedules;

Orders necessary office supplies;

*for the purpose of compliance with the Americans with Disabilities Act (ADA)
This job description does not take into account potential reasonable accommodations.
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Performs computer-assisted and manual records checks for other law enforcement agencies on individuals, locations, and vehicles, and verifies warrants or reports of stolen property with the originating officer or agency;

Oversees records maintenance;

Completes, maintains, and files accurate and appropriate records and logs;

Enters information on in-house and state computer systems;

Completes paperwork required for booking prisoners;

Assists in Criminal Investigation and Warrants when needed;

Assists public, by phone or in person, with general questions;

Serves as a Notary Public.

Serves as Terminal Agency Coordinator; ensures the TCIC/NCIC manuals are current and updates as necessary and are available to all operators, ensures that the CR Newsletters are reviewed by all parties using TCIC/NCIC, ensures that all TLETS terminals are secure from all unauthorized use, makes sure that office personnel that handle TCIC/NCIC are fingerprinted, makes sure that all persons are trained to use the TCIC/NCIC/TLETS/NLETS are trained in the use of the terminals, makes sure that all Quality Control messages from TCIC/NCIC are reviewed and corrected as soon as possible, ensures that all dispatches are trained in the Hit Confirmation procedure and ensure that all original warrants, theft reports, and missing person reports, that documents are available 24 hours a day 7 days a week, ensures that all department personnel are aware that TCIC/NCIC Computerized Criminal History information is confidential and restrictions apply to the purpose for which it can be requested and how it may be disseminated, ensures that the agency has written policies regarding TCIC/NCIC related issues, advise DPS/CRS of any change in agencies TAC, Agency Administrator, address or telephone number, ensures hat the agency's NCIC "QO" file is correct and updated as necessary.

Responsible for monthly validations;

Responsible for audit that is performed by the state every two years on all items that are entered into the computer through the state which include all warrants served, suspects that are entered, all stolen items, all criminal histories, and all entries that are run through our agency number;

Maintains training and testing of all personnel that deals with TCIC/NCIC;

Trainer of all new employees that are hired as dispatchers;

Other Important Duties

Performs such other related duties as may be assigned.

Member of the Chambers County Communication Committee appointed by the County Judge.

This job description does not take into account potential reasonable accommodations.

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REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of: radio transmission procedures and Federal Communications Commission rules and regulations governing operation of radio and teletype transmitting and receiving; and first aid procedures.

Skill/Ability to: train, supervise, motivate, and evaluate staff; use radio and electronic data communications equipment; operate a computer using standard word processing software; type or enter information quickly and accurately; demonstrate proficiency in both oral and written communication; establish and maintain effective working relationships with other departmental and county employees, and the general public; handle several items at one time in high stress situations; and maintain appropriate necessary certifications.

ACCEPTABLE TRAINING AND EXPERIENCE

High school graduation, or its equivalent, plus at least three years of experience as a dispatcher; *or* any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.