

## **Job Description: DISPATCHER**

**CLASS NO.** 1810

**EEOC CATEGORY:** Office and Clerical

**PAY GROUP:** 16

**FLSA:** Nonexempt

### **SUMMARY OF POSITION**

Ensures efficient, effective handling of incoming telephone, teletype, and two-way radio calls from the public, county, state, and/or federal law enforcement and emergency personnel; relays information; and performs necessary documentation.

### **ORGANIZATIONAL RELATIONSHIPS**

1. Reports to: Senior Dispatcher
2. Directs: This is a non-supervisory position.
3. Other: Works closely by telephone, radio, teletype, computer, and in person with other departmental employees, county, state, and/or federal 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;

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;

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

Enters information on in-house and state computer systems;

Collects and maintains emergency 9-1-1 tape records;

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

Monitors jail cameras, opens electronic jail doors, and assists jail with visitation as requested;

\*for the purpose of compliance with the Americans with Disabilities Act (ADA)  
This job description does not take into account potential reasonable accommodations.  
8/2012

**CLASS NO. 1810 (Continued)**

Maintains current knowledge of federal, state, and local rules regarding telecommunications operations;

Performs general clerical duties including typing, filing, office maintenance, answering telephones, etc.;

Monitors key box;

Serves as a Notary Public; and

Train new employees as requested.

Other Important Duties\*

If female, may perform female prisoner searches when female jailer is unavailable, as requested; and

Performs such other related duties as may be assigned.

**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:* 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; read a map; operate modern office equipment including typewriter, dictaphone, copier, fax machine, and telephone system; 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 two years of related experience;

*or* any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

**CERTIFICATES AND LICENSES REQUIRED**

Certification as a Telecommunications Operator by the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE) or able to become a Certified Telecommunications Operator within one year of initial date of hire; and certification as a Notary Public.