

Telecommunications Officer (Dispatcher) – City of Port Aransas, Texas

Job Title: Telecommunications Officer (Dispatcher)

Department: Police Department

Reports To: Communications Supervisor

FLSA Status: Non-exempt

Prepared By: Personnel Department

Salary/Grade: 19

Date: 6/22/2015

Approved by: David Parsons, City Manager

Approved date:

Summary: Under general supervision, is responsible for answering 911 emergency calls and assisting citizens in obtaining emergency services. Responsible for performing technical and administrative radio communications involving the deployment of police, fire, and EMS personnel according to request for service and available manpower.

Work involves the operation of telephone equipment and computer terminals in the Police Department.

Essential Duties and Responsibilities include the following:

- Operates in conformance with federal, state, and local laws; and department and city policies and procedures
- Answers the 911 universal emergency telephone number in the Police Department.
- Determines the nature of the emergency enters necessary information into the computer system and routes the data to the Police Dispatchers.
- Routes emergency telephone calls to the proper governmental agency.
- Assists Police Officers in obtaining services.
- Maintains communications with Police Department personnel and provides necessary support to field personnel via police radio, telephone, computer, and MDT's.
- Determines classification of service request and jurisdiction.
- Deploys field personnel according to need and priority of the request for service.
- Maintains constant status of field units and updates dispatch information utilizing the computer assisted dispatch systems.
- Runs vehicle registration and stolen vehicle checks.
- Runs warrants and missing person checks on subjects.
- Calls complainant and alarm companies back for further information.
- Orders wreckers, wagons, etc. as needed.
- Sets up and coordinates with field units
- Operates computer keyboard and radio console equipment.
- Elicits, remembers, and accurately records vital information using police codes.
- Verifies driver's license identity or vehicle ownership for patrol officers.
- Performs related duties and fulfills responsibilities as required

Supervisory Responsibilities: None, but will often work without direct supervision.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies-

- *Customer Service* - Manages difficult or emotional customer situations; ability to assist irate citizens tactfully
- *Oral Communication* - Knowledge of basic telephone techniques and public relations
- *Written Communication* - Writes clearly and informatively; able to read and interpret written information
- *Leadership* - Exhibits confidence in self and others; accepts feedback from others.
- *Quality Management* - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.
- *Organizational Support* - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.
- *Judgment*- Must have the ability to work under pressure, exercise good judgement and make sound decisions in emergency situations.
- *Planning/Organizing* - Prioritizes and plans work activities; uses time efficiently.
- *Professionalism* - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.
- *Quality* - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality
- *Quantity* - Meets productivity standards; completes work in timely manner.
- *Safety and Security* – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly
- *Adaptability* - Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays or unexpected events.
- *Attendance/Punctuality* - Is consistently at work and on time; ensures work responsibilities are covered when absent.
- *Dependability* - Follows instructions, responds to management direction; takes responsibility for own actions.
- *Initiative* - Volunteers readily; undertakes self-development activities; looks for and takes advantage of opportunities; asks for and offers help when needed.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Applicants for this position must pass a Criminal Justice Information Systems (CJIS) fingerprint-based background check and maintain CJIS eligibility. Any of the following conditions will result in being disqualified for this position: Any prior felony, Class A misdemeanor, or family violence convictions, including deferred adjudication. Any Class B misdemeanor convictions and/or deferred adjudication, during the preceding ten years of appointment. Any pending or non-adjudicated arrest for any criminal offense (felony or misdemeanor). Prior discharge from any law enforcement agency for untruthfulness. Dishonorable discharge from the military.

Education and/or Experience: High school diploma or general education degree (GED); must pass Criminal Justice Information Systems (CJIS) background and maintain CJIS eligibility.

Language Skills: Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills: Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer/Equipment Skills: To perform the job successfully, an individual should be able to learn various types of computer formats and codes necessary to access, manipulate and relay information. Must have ability to learn dispatch office procedures, practices and equipment.

Certificates, Licenses, Registrations: Valid Texas Driver License in good standing. Must meet the minimum requirements established by the Texas Commission on Law Enforcement for Telecommunicators. Must also obtain TCIC/NCIC, Full Access Certification within six (6) months of employment. Required to obtain TCLOSE Telecommunicator Certification within one (1) year of employment.

Physical Demands: While performing the duties of this job, the employee is regularly required to talk or hear and frequently required to stand, walk, sit, and use hands to access files, computers, and phones; reach with hands and arms; stoop, and kneel. Frequent and regular repetitive movements required using the wrists, hands, and/or fine motor dexterity. Work in this classification requires the exertion of up to 40 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects.

Requires the ability to operate a motor vehicle and to visit various City and meeting sites.

Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Occasional presentations require public speaking ability and the use of audiovisual equipment.

Work Environment: Employees may be exposed to noise, bodily fluids, profanity, noxious odors, and the possibility of assault, from working in a law enforcement and detention facility environment.

Working environment will be primarily in the office. Some evening and weekend work may be required. The citizens of the City of Port Aransas are the primary customer base. The work environment can involve high intensity customer relations (both in person and on the telephone) and requires the ability to multi-task at any given moment including backing up other city positions, particularly dispatch, when required due to breaks, vacations, and illnesses.

EMPLOYEE: _____

Date: _____