

CITY OF IOWA COLONY

TELECOMMUNICATIONS OPERATOR (DISPATCHER) POLICE DEPARTMENT

Grade: 11

FLSA: Non-Exempt

Hourly Rate (Starting): \$18.56 / \$38,604.80

Emergency Operations Classification: Tier 1 Essential

JOB SUMMARY

- Under general supervision of the Lead Telecommunications Operator
- Answers emergency calls and non-emergency call requests from citizens or agencies to determine if call is to be dispatched, handled over the telephone, or routed to another department
- Enters service calls into the Computer Aided Dispatch (CAD) system
- Dispatches the appropriate police and fire/EMS apparatus
- Perform related work as required

EXAMPLES OF ESSENTIAL FUNCTIONS

- Answers telephone calls made to 9-1-1 emergency and non-emergency phone lines to determine appropriate response to call. Provides appropriate information or assistance as required by the nature of the call. Utilizes technical software applications for call answering, entering, assigning, and announcing via radio equipment. Utilizes mapping technologies from phone equipment and Computer Aided Dispatch (CAD) to ensure calls are entered timely and accurately.
- Prioritizes and dispatches appropriate resources for police operations. Refers reports and/or complaints to agency by trunked radio or telephone. Provides supplemental information to police staff as needed.
- Maintains status of on-duty sworn and non-sworn staff from Police, Fire Marshal, Code Compliance, and Public Works using numerous radio talk groups. Monitors on-call lists throughout the city and makes appropriate notifications to off-duty and/or on-call staff as required.
- Coordinates with other agencies, citizens, and businesses to gather information, make referrals, or dispatch assistance. Coordinates mutual aid requests as required with applicable agencies. Documents updates and/or changes in the computer-aided dispatch system as required.
- Conducts computer searches through local, state, and national databases for possibly wanted persons or stolen property and provides information to the requesting officer. Confirms stolen property or wanted/missing persons, enters data into TCIC/NCIC as requested, and sends and receives teletypes.
- Compiles and enters data for various daily reports required by the department and records information in computer systems maintained for police staff. Documents problems, changes form for input to database, and ensures information is updated and equipment is properly working at all times.
- May assist with training and/or crossing-training of other employees.

CITY OF IOWA COLONY

TELECOMMUNICATIONS OPERATOR (DISPATCHER) POLICE DEPARTMENT

Grade: 11

FLSA: Non-Exempt

Hourly Rate (Starting): \$18.56 / \$38,604.80

Emergency Operations Classification: Tier 1 Essential

- Monitors emergency equipment such as radio alarms, crime fighting technologies, weather monitors, security cameras, and other police radio frequencies.

(Note: The examples of essential functions as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning specific duties not listed herein if such functions are a logical assignment to the position.)

REQUIREMENTS

A. Training and Experience:

- High school diploma or GED
- Texas Driver License
- Preferred one year of related experience in a high-volume telephone customer service environment which required data entry or word processing, or one year of experience as a 9-1-1 call taker in a police or fire communications work environment.
- Position requires successful completion of all required certifications within one year from entry into position, if not already possessed. Required certification includes certificate of completion of the Basic Telecommunicator Licensing Course approved through the Texas Commission on Law Enforcement (TCOLE); appropriate NCIC/TCIC certification; FEMA Incident Management certifications, and CPR certification. Other job related certifications may be required.
- State of Texas Occupations Code Section 1701.405(b)(2) requires employees first employed as a telecommunicator on or after 9/1/11 must be at least 18 years of age. Section (b)(1) requires a high school diploma or high school equivalency certificate.
- Any work-related experience resulting in acceptable proficiency levels in the above minimum qualifications is an acceptable substitute for the above specified education and experience requirements.

B. Knowledge, Skills, and Abilities:

- Position requires a working knowledge of typing, data entry procedures, Computer Aided Dispatch (CAD) methods, and knowledge of telephone skills related to multi-function telephone system or PBX boards. Related experience responding to emergency calls is preferred.

CITY OF IOWA COLONY

TELECOMMUNICATIONS OPERATOR (DISPATCHER) POLICE DEPARTMENT

Grade: 11

FLSA: Non-Exempt

Hourly Rate (Starting): \$18.56 / \$38,604.80

Emergency Operations Classification: Tier 1 Essential

- Position requires effective verbal and written communication skills. Requires ability to learn the practices and procedures used by the police department. Must have the ability to effectively utilize maps and other resource materials. Requires ability to effectively multi-task during high levels of activities and to control stressful emergency situations calmly and concisely. Requires the ability to acquire and maintain a working knowledge of city streets, geography, boundaries, thoroughfares, landmarks, and businesses. Requires ability to learn to accurately enter, retrieve, and compile data from a variety of databases.
- Requires ability to learn and effectively use multi-function telephone equipment and systems. Must be able to make critical and expedient decisions within established guidelines.
- Vehicle driving records must be satisfactory according to City of Iowa Colony Department Rules and Regulations.
- Able to deal with the public and fellow employees in a tactful, considerate manner.

C. Physical Requirements:

- Some tasks involve the regular, and at times sustained, performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, working in confined spaces, and lifting or carrying moderately heavy (20-50 pounds) items

D. Environmental Requirements:

- Work is primarily indoors in an air-conditioned environment
- Constant contact with the public under duress and in crisis situations; exposure to psychological and emotional stress of the public and public safety personnel

E. Sensory Requirements:

- Some tasks require sound perception and discrimination
- Some tasks require depth perception and discrimination
- Some tasks require visual perception and discrimination
- Tasks require oral communication ability

CITY OF IOWA COLONY

**TELECOMMUNICATIONS OPERATOR (DISPATCHER)
POLICE DEPARTMENT**

Grade: 11

FLSA: Non-Exempt

Hourly Rate (Starting): \$18.56 / \$38,604.80

Emergency Operations Classification: Tier 1 Essential

ACKNOWLEDGEMENT

As evidenced by my signature below, I have read my job description and have fully understood my duties and responsibilities related to my employment with the City of Iowa Colony. I also acknowledge that I am qualified to perform these duties and, with or without reasonable accommodation, can perform the essential functions of this position as described. Further, I understand that if, at any time, I am unclear as to what my job duties and responsibilities are, or what is expected of me, I will notify management immediately to interpret these duties and expectations.

Signature/Approval

Employee

Date

Immediate Supervisor

Date

Department Director/Supervisor

Date

Effective: