

CITY OF MANVEL

PUBLIC SAFETY COMMUNICATIONS OFFICER (DISPATCHER) POLICE DEPARTMENT

Grade: 104

FLSA: NE

Hourly Rate Range: \$18.58

Emergency Operations Classification: Tier 1 Essential

JOB SUMMARY

- Under general supervision of the Dispatch Supervisor
- 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 if the call requires Police, Fire, or other agency response. 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 and fire operations. Refers reports and/or complaints to either agency by trunked radio or telephone. Provides supplemental information to police and fire staff as needed.
- Maintains status of on-duty sworn and non-sworn staff from Police, Fire, and investigation 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 and implements automatic assistance agreements 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 possible 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. Maintains the city's court case database with updated records for arrests.
- Compiles and enters data for various daily reports required by the department and records information in computer systems maintained for police and fire staff.

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Documents problems, changes form for input to data base, and ensures information is updated and equipment is properly working at all times.

- Implements the emergency management procedures for Emergency Management and Homeland Security through the cable television network, and sets off emergency sirens for city disasters and/or tests for Emergency Broadcast System. Notifies persons/agencies appropriate for the situation using emergency notification systems.
- Assists with training and/or crossing-training of other employees.
- Monitors emergency equipment such as the radio alarms, crime fighting technologies, weather monitors, security cameras, and inter-city police/fire radio frequencies.
- Performs duties required by accreditation process.

MARGINAL FUNCTIONS

- Reachable by telephone for emergency calls after normal operating hours
- Perform other duties as directed by the City Manager
- Provide services to the general public when emergency conditions warrant it, either in preparation for, or as a reaction to, one or more disastrous events such as: a civil disturbance, hurricane, tornado, earthquake, flood, ice storm, fire, chemical accident including a hazardous material spill, possible public exposure to hazardous conditions, or other disasters which threaten the safety of the citizens

(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
- Requires 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.

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- Position requires successful completion of all required certifications within one year from entry into position. Required certification includes: Certificate of completion of an Emergency Medical Dispatch Course (EMD); Certificate of completion of a Basic Police Dispatch Certification course approved through the Texas Commission of Law Enforcement Officers Standards Education (TCLEOSE); appropriate NCIC/TCIC certification; and CPR certification.
- 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 data entry procedures, Computer Aided Dispatch (CAD) methods, and knowledge of telephone skills as related to multi-function telephone system or PBX boards. Related experience responding to emergency calls is preferred.
- Position requires effective verbal and written communication skills. Requires ability to learn the practices and procedures used by the police and fire departments and to ascertain the differences between civil and criminal law. 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, businesses, and locations of police and fire stations and districts. Requires ability to learn to accurately enter, retrieve, and compile data from a variety of databases.
- Requires ability to type 3,400 keystrokes per hour using computer/PC system utilizing Windows-based programs. 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. Requires ability to successfully complete required training, to

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obtain required certifications, and to maintain required average compliance scores in key performance areas.

- Vehicle driving record must be satisfactory according to City of Manvel 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:

- Some tasks require exposure to adverse environmental conditions (e.g. dirt, cold, rain, fumes)
- Some tasks require exposure to extreme heat/cold or extreme weather conditions
- Some tasks require exposure to strong odors and/or smoke
- Some tasks require exposure to strong and/or toxic chemicals
- Some tasks require exposure to dust or pollen

E. Sensory Requirements:

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

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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 Manvel. 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