

CITY OF SACHSE
invites applications for the position of:
POLICE DISPATCHER

An Equal Opportunity Employer

SALARY: \$17.68 /Hour

OPENING DATE: 12/05/16

CLOSING DATE: Continuous

Interested applicants must submit an application at www.cityofsachse.com. Position is subject to close without notice.

DESCRIPTION:

Under general supervision, receives, screens and dispatches calls for service for police, fire and medical services.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

EXAMPLES OF DUTIES:

Essential Job Functions:

- Answers incoming emergency and non-emergency calls by telephone or radio.
- Prioritizes calls for service and determines appropriate personnel to respond.
- Dispatches calls for service to available officers, fire department or medical personnel by radio and pager.
- Maintains status and awareness of police units and monitors alarms.
- Provides detailed call information to Police Officers as needed.
- Contacts neighboring law enforcement agencies for additional support or to relay pertinent information regarding incidents.
- Routes non-emergency telephone calls to employees or prepares messages.
- Enters incident information into records management system.
- Prepares a variety of reports regarding calls received and response taken.
- Confirms outstanding warrants for other agencies and clears active warrants as directed.
- Performs inquiries and criminal history checks for Police Officers through National Crime Information Center (NCIC), Texas Crime Information Center (TCIC) and North Central Texas Crime Information Center (NCTCIC).
- Enters stolen property, missing or wanted persons and protective orders into NCIC/TCIC.
- Sends teletypes to other agencies for warrant confirmations or general information.
- Completes semi-annual evaluations to retain Texas Commission on Law Enforcement Officer Standards and Education (TCOLE) license.
- Accepts payments for alarm permits, animal registrations and prisoner release and issues receipts.

- Performs other related duties as assigned.

TYPICAL QUALIFICATIONS:

Required Education, Experience, and Certifications:

- High School diploma or equivalent, and one (1) year dispatch experience; or equivalent combination of education and experience.
- Must pass a post-offer pre-employment drug screening and Critical test.
- Requires Basic Telecommunicators Certification through TCOLE within one (1) year of hire.
- May be required to acquire additional certification.

Required Knowledge and Skills:

- Knowledge of equipment utilized in police communications including radio, telephone and dispatch equipment.
- Knowledge of personal computers and related hardware and software.
- Knowledge of police patrol procedures.
- Knowledge of or ability to learn City geography.
- Skill in working under pressure in emergency and stressful situations.
- Skill in typing accurately at a minimum speed of 35 words per minute.
- Skill in obtaining information from hostile or emotional citizens.
- Skill in operating a base radio station and utilizing radio codes and call letters.
- Skill in effective oral and written communication.

SUPPLEMENTAL INFORMATION:

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in a fast paced, high volume call center environment with long periods without breaks.
- May be subject to repetitive motion such as typing and vision to monitor.
- May be subject to angry or distraught citizens.

Equipment and Tools Utilized:

- Equipment utilized includes personal computer, copier, fax machine, standard office equipment, teletype machine, radios, 911-telephone system and dictaphone.