



Public Safety

Dispatcher I - Police (Non-Exempt)

Class Code:
P501

CITY OF LUBBOCK
Revision Date: Nov 7, 2023

SALARY RANGE

\$21.78 Hourly
\$1,742.40 Biweekly
\$45,302.40 Annually

SUMMARY:

Operates emergency communications equipment, which receives and dispatches police emergency calls via telephone and electronic dispatch equipment. Also, operates various on-line data entry terminals. **The Communications Center is a 24/7/365 operation so you will be required to work nights/weekends/holidays and overtime.** Regular attendance and punctuality along with being prepared to commence work at designated work locations, on the assigned or scheduled days and hours is expected.

Shift differential, certification pay, and bilingual pay is offered after fully trained. **Ability to type 45 words per minute with 85% accuracy rate and must pass a multi-tasking skills test administered by Communications.** Must successfully pass audiogram, drug screen, psychological evaluation, and background investigation including credit history.

NOTE THESE AUTOMATIC DISQUALIFIERS:

- **ANY CLASS B MISDEMEANOR CONVICTION WITHIN THE LAST 10 YEARS**
- **ANY CLASS A MISDEMEANOR, FELONY CONVICTIONS, OR FAMILY VIOLENCE CONVICTION**

ESSENTIAL FUNCTIONS:

- Operate sophisticated phone systems to receive emergency or non-emergency calls; obtain necessary information from callers; enter information into computer aided dispatch (CAD) system. Operate radio console to dispatch police officers based on nature of call and availability of units;
- Must possess or acquire the ability to multitask (listen to radio traffic, listen to the caller on the phone, work with multiple computer programs and systems, and type information into the computer at the same time);
- Maintain radio contact with police officers; dispatch additional officers or appropriate assistance as required or requested. Obtain and relay essential information to police officers.

- Must attain advanced geographical knowledge of the City; determine proper routing of incidents based on location;
- Maintain records and data in accordance with department procedures;
- Must become proficient and attain advanced knowledge in police computer systems, with the Texas Law Enforcement Telecommunications System (TLETS), and the Texas Crime Information Center (TCIC); and of related systems and databases; protective orders, missing persons, stolen property, criminal histories, administrative messages, warrant confirmations, etc.
- Route, transmit and interpret messages sent/received through these systems;
- Participates and attends job related meetings and training;
- Perform related duties as required.

QUALIFICATIONS:

Completion of a high school diploma or the equivalent; or any combination of relevant education and experience which provides the following:

Each trainee begins their employment in a probationary status for the first six months. During this period, the trainee may be disciplined and/or dismissed for failure to perform assigned duties and responsibilities.

Training for a dispatcher consists of three phases: call take, radio operator I, and radio operator II. Each training phase is divided into two segments: classroom training and on-the-job training. Each trainee begins in phase one, segment one, and is in a classroom setting for approximately 6 weeks. Throughout this time, the trainee will be given an opportunity to improve typing skills and job knowledge. By the end of classroom training, each trainee must demonstrate acceptable skill and knowledge by completing an on-line typing test, achieving 50 words per minute with 95% accuracy, and a written comprehensive examination with a passing score of 80%. These marks must be achieved by the trainee in order to proceed to the next step in the training process. Failure to meet the required training standards by the conclusion of classroom training could result in termination.

Continuing from class room training, the trainee begins on-the-job training and will be required to train on all three shifts for approximately 5-7 weeks. The shifts are divided into day shift/6am-2pm, evening shift 2pm-10pm, and midnight shift/10pm-6am. Written assessment examinations will also be administered throughout on-the-job training with the passing standard also set at 80%. Additionally, the trainee's on-the-job performance is rated on a written daily observation report (DOR) throughout each training phase. A trainee is allotted a set number of training hours to achieve acceptable ratings. Failure to achieve a passing score on an assessment examination or consistent acceptable ratings on the DOR could result in termination.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Emergency Communications Procedures and related procedures of the Lubbock Police departments; and of related systems, subsystems, computer programs and

software used for law enforcement and dispatch purposes.

Ability to:

- Acquire a Basic Telecommunicator Operator license within 1 year of employment
- Record computer data rapidly and accurately;
- Hear at a level commensurate with working conditions;
- Pass hearing and vision exam; pass psychological exam
- Remain emotionally stable during periods of emergency and stress. Extract information from distraught callers.
- Related emergency situation experience preferred;
- Maintain security and confidentiality;
- Continuous working knowledge of the City's geography;
- Read, comprehend, and communicate, both verbally and in writing as well as effectively administer by written, and verbal communications;
- Use tact and courtesy in maintaining an effective working relationship with department employees, city supervisors and general public.

Physical Requirements

- Continuously sit during the shift;
- Occasionally lift and carry up to 10 pounds;
- Occasionally reach above shoulder height;
- Continuously work with the fingers;
- Continuously coordinate eye, hand and foot to operate radio and related equipment;
- Continuously talk, see and hear.

FOR MORE INFORMATION, VISIT:

<https://lubbockecc.com/>

OR CONTACT:

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