

TOWN OF PROSPER

TITLE:	PUBLIC SAFETY DISPATCHER	SALARY:	17.21 PER HR
DEPARTMENT:	POLICE	LAST UPDATE:	09/2010
REPORTS TO:	DISPATCH SUPERVISOR	FLSA DESIGNATION:	NON-EXEMPT

Summary: This position performs under the direct supervision of the Communications Supervisor, responds to emergency and non-emergency calls and dispatches needed services or directs call to appropriate individual.

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.

Essential Job Functions:

- Answers emergency and non-emergency telephone lines at the Police Station.
- Gathers information from callers including nature, severity, location and status of emergencies.
- Assesses need for response and dispatches services accordingly.
- Assists Police Officers and Fire/EMS Personnel by relaying information regarding calls for service.
- Documents and corrects 911 location premise errors in CAD (Computer Assisted Dispatch).
- Enters data and maintains CAD for alarm permits and cautionary information in alert files.
- Notifies appropriate entities related to problems or complaints under their jurisdiction.
- Answers Police Department administrative telephones and directs calls to requested or appropriate individual or department.
- Enters, maintains, updates and researches information into TCIC/NCIC (Texas Criminal Information Center and National Criminal Information Center) and TLETS/NLETS (Texas Law Enforcement Telecommunications System/National Law Enforcement Telecommunication System) databases.
- Tests telephone and computer dispatch equipment at beginning of shift.
- Researches and responds to inquiries from other law enforcement agencies and departments.
- Completes data entry of police records and citations.

Other Important Duties:

- Must be available to work varying shifts, to include holidays and weekends.
- Monitors several police, fire, and Town radio's as required.
- Performs other related duties as assigned.
- Regular and consistent attendance for the assigned work hours is essential.

Required Knowledge and Skills:

- Knowledge of police emergency response practices and procedures.
- Knowledge of TCIC/NCIC and TLETS/NLETS rules, regulations, and requirements.
- Knowledge of methods, practices and procedures for responding to and dispatching emergency services utilizing computer aided dispatch system.
- Knowledge of computers and related equipment, hardware and software for researching, retrieving, and maintaining a variety of informational and tracking databases.
- Knowledge of Town policies and procedures.
- Skill in effective oral and written communications.
- Skill in responding effectively and appropriately to emergency calls for assistance.
- Skill in accessing and maintaining multiple police databases simultaneously.
- Skill in resolving customer complaints and concerns.
- Skill in EMD procedures.

Preferred Education, Experience, and Certifications:

- High School Diploma or G.E.D., and two (2) years data entry or customer service representative experience; **or** equivalent combination of education and experience.
- Must obtain Texas Law Enforcement Dispatch Certification within six (6) months from date of employment. Preference may be given to applicants with current certifications.
- Must obtain Emergency Medical Dispatch, TCIC/NCIC, Positron 9-1-1 equipment, and TDD (Telecommunications Device for the Deaf) certifications.
- Must pass a pre-employment drug screening and/or post-offer hearing exam, psychological test, pass written comprehension/ suitability test, and pass background investigation and MVR check. The hiring process will also include a series of interviews, which must be successfully completed.
- May be required to possess State of Texas Drivers License.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in a police department dispatch section environment.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to occasional bending, reaching, kneeling and lifting such as retrieving or replacing video or audio tapes, retrieving and replacing files and records.
- May be exposed to extended periods of sitting, viewing monitors and/or talking on the telephone or radio.
- May be exposed to prisoners, irate and hostile individuals, emergency situations, and a high stress environment.

Equipment and Tools Utilized:

- Equipment utilized includes personal computer, copier, calculator, fax machine, other standard office equipment, police radio, video monitors, dispatch console, multiple law enforcement center databases and TDD

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

This job description is not an employment agreement, contact agreement, or contract. Management has exclusive right to alter this job description at any time without notice.

Employee's Signature

Supervisor's Signature

Date

Date

The Town of Prosper, Texas is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with Human Resources and or the Town Manager.