



## City of Irving Job Description

### Dispatcher I

---

<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Police
<b>Job Code:</b>	33462	<b>Reports To (Job Title):</b>	Police Communications Supervisor

---

#### **PURPOSE**

To perform a variety of duties involved in the receipt of incoming calls for police services and other emergency assistance, including answering, prioritizing, and transferring emergency and non-emergency calls, operating several computer-driven radio monitoring and phone systems, and preparing offense reports.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Receive and handle emergency service calls from the public, including determining nature and location of emergency, to whom call should be forwarded, and priority of call in accordance with established policies and procedures.
- Operate computer systems and consoles, including telephone, radio, and crime and other tracking systems.
- Prepare offense reports using Automated Reporting System.
- Enter, update, and retrieve information from computer systems, including information relating to wanted persons, stolen property, vehicle registration, and stolen vehicles.
- Answer non-emergency calls for assistance.
- Coordinate response to emergency and non-emergency calls with other City departments and law enforcement agencies.
- Complete training as required to maintain certifications and competencies.
- Screen calls for fire department responses.
- Handle after-hour city departments' call outs for emergency services such as Animal Services, Water Department, Streets, Signals, Victim Services, etc.
- Give overview during observation for ICOPs, rookies, etc.
- Perform related duties as assigned.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- If designated bilingual, assist dispatchers and officers with translations in all aspects of dispatch process.
- Oversee dispatcher trainees, which includes providing instruction, documenting progress, and assuming responsibility to address & correct trainee errors.
- Responsible for monitoring high school interns.

#### **SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

N/A

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to the completion of 12th grade.

### **EXPERIENCE**

- One (1) year of relevant experienced required.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- If acting as training officer, must complete 24-hour CTO Training.
- Texas Telecommunications Operator Certification.
- Full Access NCIC/TCIC Certification
- Must be state licensed within the first year of their employment unless they already have obtained their license.

### **KNOWLEDGE OF**

- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

### **SKILLS AND ABILITIES IN**

- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Mechanical/Technical: Safely operating (or learning to safely operate) highly-complex computer and office equipment, including computer-driven communications and mapping systems, as well as the language-translation and TDD telephone lines.
- Social Perceptiveness: Being aware of the reactions of others and understanding why they react the way they do.
- Service Orientation: Actively looking for ways to help people.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Speech Clarity: Speaking clearly so that it is understandable to a listener.
- Typing (35 words per minute): Accurately entering information using computer keyboard.
- Oral Comprehension under Duress: Listening to and understanding information and ideas presented through spoken words and sentences in stressful situations.

- Oral Expression under Duress: Communicating information and ideas in speaking so others will understand in stressful situations.
- Direction and Instructional Comprehension: Interpreting and carrying out a variety of instructions furnished in written, oral, diagram, or schedule form.
- Reading Comprehension: Reading and interpreting documents.
- Speech Recognition: Identifying and understanding the speech of another person.
- Synthesis: Paraphrasing information from callers & typing into CAD in a manner for dispatchers & officers to understand what is occurring.

## **GUIDANCE RECEIVED**

### **Periodic Supervision and Range of Guidelines/Procedures**

Follows periodic direct instructions and guidelines, policies and procedures that require some interpretation. Problems that cannot be addressed through an existing guideline, policy or procedure are referred to supervisor or more senior position. Position incumbent must exercise judgment about when to escalate issues.

## **CONTACTS**

Frequent contact is made to area law enforcement personnel in transferring of phone calls, confirming information and relaying information. Contact is also made to all departments within the City, outside of Police, for routine requests of service. Notifications and questions are directed to citizens. Most contact is made via a phone.

## **EQUIPMENT AND PROPERTY**

Positron Phone System, Tiburon CAD & RMS System, Xybix Consoles, Nortel Phones, Internet, FAX, Copier, are all used on a daily basis. Imaging, CryWolf, Outlook, MaverickMap, PowerMap, Coplogic, INET, TCOLE, Beatbook, Webquery, CourtNotify, NCIC, Telestaff.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to listen, see, sit, talk, and/or type. Frequently, s/he is required to lift up to 10 pounds, pull, push, reach, stand, and/or walk. Occasionally, s/he is required to carry, grasp, handle, feel, and/or kneel. Specific vision abilities required by this job include close vision, distance vision, and color vision. Specific audio abilities required by this job include being able to identify voice recognition, specific tones, radio transmissions and background noises.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment usually is moderate. This job requires the employee to make decisions directly affecting the safety of others. This job requires her/him to be capable of working shift work.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.