



City of Irving Job Description

Senior Dispatcher

FLSA Status:	Non-Exempt	Job Department:	Police
Job Code:	33242	Reports To (Job Title):	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 dispatching units via radio and telephone, receiving and processing requests for information and assistance via radio and computer, and serving as a Communication Training Officer. Duties also include serving as a Communication Training Officer and acts in the capacity of a Communications Supervisor, in their absence.

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, which includes determining nature and location of emergency, and proper police radio frequencies for dispatch emergency units.
- Plan, prioritize, assign, supervise, and review the work of staff, which includes scheduling personnel to ensure coverage, in the absence of a Communications Supervisor.
- Maintain awareness of location and status of up to 50 emergency vehicles throughout shift.
- Assume direct supervision for personnel in the absence of a supervisor or at the direction of a supervisor.
- Operate computer systems and consoles, including telephone, radio, and crime and other tracking systems.
- Prepare offense reports using the 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.
- Handle after hour city departments call outs for emergency services such as Animal Control, Water Department, Streets, Signals and Victim Services.
- Screen call for fire department response.
- Give overview during observation for ICOPs, rookies, etc.
- Able to assist Communication Supervisors move operations to the backup PSAD.
- Coordinate response to emergency and non-emergency calls with other City departments and law enforcement agencies.
- Monitor radio traffic to determine if wreckers or utilities providers should be notified.
- Gather information of new hires, policy changes and conducts interviews for monthly employee newsletter.
- Perform Quality Assurance reviews on their shift personnel.
- 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 and correct trainee errors.
- Compose, review and prepare training material.
- Conduct classroom training of all new hires to familiarize them of City, Departmental and Section Policies and Procedures along with Local, State and Federal laws.
- Teach departmental classes (if an Associate Trainer) as needed; such as: FA/LTFA, etc.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 7-11 employees.

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

- At least five (5) years of related police dispatch experience. Must be a CTO and currently training other employees.

CERTIFICATES, LICENSES, REGISTRATIONS

- Texas Telecommunications Operator Certification.
- Full Access TCIC/NCIC Certificate.
- DPS TLETS / NLETS Operators Course
- CTO Training Certificate
- HIDTA Certification
- Must be state licensed within first year of employment, unless the license has already been obtained.

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.
- Public Safety Dispatch: Laws and guidelines related to public safety dispatch, including Texas penal codes and safety procedures.
- 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 diverse computer and office equipment, including police radio frequencies, computer-driven communications and mapping systems, and the language-translator 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.
- Training and Direction: Effectively guide and critique adult learners.
- Typing: Accurately entering information (at least 35 words per minute) using computer keyboard.
- Applied Problem Solving: Dealing with problems involving multiple concrete variables in standardized situations
- 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 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 under Duress: Paraphrasing information from callers and typing into CAD in a manner for dispatchers and officers to understand what is occurring, even in a stressful situation.

GUIDANCE RECEIVED

General Instructions and Established Precedent/Procedures

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

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 or radio.

EQUIPMENT AND PROPERTY

Positron Phone System, Tiburon CAD & RMS Systems, Motorola P25 System, Xybix Consoles, Nortel Phones, HIDTA software, Criticall software, Internet, FAX, Copier, ESP Tracking System, Hindsight Recorder are all used on a daily basis. Imaging, Crywolf, Outlook, Maverick Map Powermap, Ceplogic, INET, TCOLE, Beatbook, Webquery, CourtNotify, NCIC, Telestaff, InCode, Citrix, MCV, Bipatrol, NVLS, Clear Techshare, Everbridge IALERT, Twitter, Facebook, Digital Crime Scene.

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. S/he occasionally 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 one 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.