

**CITY OF NACOGDOCHES
POSITION DESCRIPTION**

Position: Communications Dispatcher

Department: Dispatch **FLSA Status:** Non-Exempt

Division: Police **Pay Grade:** Grade D1

Reports To: Assistant Communications Supervisor/Communications Supervisor

BASIC FUNCTION

Operates a communication center which receives incoming routine and emergency, fire, utility, and police calls; dispatches proper personnel for assistance; and maintains contact with police units during patrol. Receives and transmits radio/telephone messages over several circuits, and performs related recording tasks. Work involves frequent public contact which requires tact, firmness and decisiveness in obtaining necessary information from individuals under extreme stress; exercises sound judgment using the geographic layout of the community. Work is performed in accordance with departmental policies, State and Federal rules and regulations, supplemented with specific directions from supervisor and sworn personnel. Work is reviewed by observation, monitoring of the employee's operations, and the review of reports and records.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Confers with department supervisors to identify departmental needs.
- Receives routine and emergency telephone calls and personal requests for assistance concerning crimes, fires, public utilities, and/or general information concerning addresses and nature or problems.
- Monitors, receives, and transmits alarms and related calls by telephone and other means.
- Operates equipment to maintain contact with mobile personnel and other law enforcement units, fire, and City units; Dispatches necessary units as needed to fulfill requirements of situation.
- Receives and transmits information and messages.
- Sends and receives messages regarding criminal histories, vehicle identification, missing persons, license plate records, driving histories, stolen articles, and related records.

- Maintains an in-house computer database and communication log; report that includes the nature of calls, actions taken, and the times involved.
- Generates reports and/or records information from citations and arrests, recovered or stolen property, missing persons, and residence checks.
- Ensures timely feedback to all clients, citizens, and appropriate City staff members.
- All other duties as assigned

SUPERVISORY RESPONSIBILITIES:

This position does not require supervisor responsibilities.

REQUIRED KNOWLEDGE/SKILLS:

Functions, practices, and procedures of the Police Department; computer programs including Word, Excel, Power Point, E-mail and Police Department communications systems; geographic layout of the City and adjacent areas including the locations of streets, important buildings, and other landmarks; City policies and procedures as outlined in Employee handbook.

Must be able to type minimum 30 WPM with accuracy; 20/20 vision required (corrected 20/20 vision accepted); develop and maintain relationships with peers across departments; multi-task, organize and prioritize a changing work schedule to meet needs of department; follow oral and written instructions; effectively communicate both orally and in written form; speak clearly and distinctly; assess people and situations; apply sound judgment; remain calm under stressful conditions; obtain sufficient and essential information.

EDUCATION and/or EXPERIENCE:

High school diploma/GED or related experience and/or training. Valid driver license. Telecommunications Operator License or must obtain within 1 year of employment. Ability to obtain certifications as required.

PHYSICAL AND ENVIRONMENTAL CONDITIONS:

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

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is required to stand or sit for extended periods of time. The employee is occasionally required to use hands to finger, handle, or feel; reach with hands and arms; push, pull, and grasp; and perform repetitive motions. Specific vision abilities required by this job include close vision and distance vision.

While performing the duties of this job, the employee regularly works in an indoor environment often under stressful emergency conditions. The noise level in the work environment is usually moderate.

By signing below, I acknowledge that I have reviewed and I understand this job description and

_____ **am able to perform the essential functions.**

_____ **am not able to perform the essential functions and need the following accommodations:**

Employee Signature

Date

Supervisor Signature

Date