

City of Mission Job Description

Job Title: **Dispatcher**



Classification: **Non-Exempt**

Department: Police

Division: Communications

Supervisor: Communications Supervisor

Effective: 08/16/2007

I. **JOB SUMMARY**

This individual is responsible for operating the police communication system. Receives complaints from public concerning crimes and police emergencies. Conveys orders to police radio patrol units in vicinity to investigate complaint and relays instructions or questions from remote units. Records calls which are received through 911 emergency system. Communicates to distressed callers and obtains information on the emergency. Coordinates all police, fire, ambulance, and other emergency requests and relays information to unit concerned. Transmits and receives messages between divisions of own agency and other law enforcement agencies. This position has no supervisory responsibilities. Individual will be performing other duties assigned by the supervisor/department head when needed.

II. **EDUCATION/EMPLOYMENT REQUIREMENTS**

- High school diploma or G.E.D.
- Obtain TCLEOSE certification within one (1) year of employment.
- Applicant will be subject to a complete background investigation. Incomplete, inaccurate and/or failure to report information will cause the applicant rejection from consideration.
- Applicant must take and pass a drug, physical, and pre-placement screening administered by the City of Mission doctor at the City's expense.
- Must have one (1) year experience in dispatching.
- Must be able to type 45 words per minute with accuracy
- Working knowledge of police communication systems and procedures.
- Must be able to communicate proficiently in the Spanish and English language.
- Must be computer literate.
- Must have a current valid class "C" driver's license from the department of Public Safety with no more than two (2) moving traffic violations within the past two (2) years.

III. **SKILL AND ABILITY REQUIREMENTS**

- Ability to establish and maintain effective working relationship with general public, supervisor, and co-workers.
- Oral and written communication skills in English and Spanish to at least the 9th grade level.
- Ability to work effectively and efficiently independent of constant supervision.
- Ability to perform well in stressful situations.
- Ability to deal effectively with people, management, and co-workers.
- Ability to learn radio communication systems and procedures.
- Ability to make decisions based on personal judgment.
- Ability to prioritize emergency by threat to life and/or property.



- Ability to perform a wide variety of different types of tasks without the variety itself causing a loss of efficiency.

IV. ESSENTIAL JOB FUNCTIONS

- Answers telephone in a clear and concise manner and obtains needed information on each emergency call to relay orders to police radio units.
- Comply with department directives, policies, general orders, special orders and department and City of Mission rules and regulations.
- Records calls and complaints received.
- Operates police communication system.
- Coordinates all police, fire, ambulance and other emergency requests. Relays information to radio unit.
- Transmits and receives messages between divisions of own agency and other law enforcement agencies.
- Communicates with the public in stressful situations.
- Files forms and reports as directed.
- Speak clearly and hear well enough to communicate appropriately to other persons over a communications system or in person.
- Input information into computer.
- Copy forms and reports utilizing office equipment.
- Process information and documents in a confidential manner in accordance with department policy.
- Receive public, answer questions as appropriate, and direct to appropriate destination.
- Perform job with special attention to good public relations, safety, and proper office procedures to be in compliance with department policy.

V. NON-ESSENTIAL JOB FUNCTIONS

- None

VI. EQUIPMENT/MATERIALS

General office equipment/materials to include but not limited to the following:

- Computer, Computer monitors, Computer disks, Computer printers
- Copy Machine, Fax machine
- TOD machines, Calculator, Typewriter
- Pencils, pens, Stapler
- Computer mouse, Video monitors, Computer key board
- 2 way radio communication system 911 emergency system, Telephone
- Policy and procedure handbook



VII. WORK ENVIRONMENT

The individual works indoors in a well-lighted, air conditioned office. Working hours are based on alternating shifts of 8 hours at 5 days a week. Emotional stresses are present due to dealing with the public in emergency situations.

	None	Amount of Time		
		Under 1/3	1/3 to 2/3	Over 2/3
Wet humid conditions (none-weather)	X			
Work near moving mechanical parts			X	
Work in high, precarious places	X			
Extreme cold (none-weather)	X			
Extreme heat (none-weather)	X			
Out door weather conditions	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Risk of electrical shock			X	
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

VIII. MANUAL DEXTERITY

Gross and fine hand manipulation is required to perform essential job functions. Gross hand manipulation is utilized to grip a series of files and reposition a keyboard/paperwork to different computer stations, open file cabinet and transport binders, books, storage boxes, and chairs. Fine finger dexterity will be utilized frequently to hand write notes, fill out forms, type reports, letters, memos, input data in computer and document information needed for day to day tasks.

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MATERIAL HANDLING ACTIVITIES

Task	Weights	Frequency	Performance
LIFTING	Up to 5 lbs	C	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, & calculator from waist to maximum of shoulder level.
	6-10 lbs		
	11-20 lbs		
	21-25 lbs		
	26-50 lbs	O	Box of computer paper
	51-75 lbs		
	76-100 lbs		
	Over 100 lbs		
CARRYING	Up to 5 lbs	F	Books, papers, pens, pencils, telephone, keyboard, file folders, cartridge ribbon cases, & calculator from waist to maximum of shoulder level.
	6-10 lbs		
	11-20 lbs		
	21-25 lbs		
	26-50 lbs	O	Box of computer paper
	51-75 lbs		
	76-100 lbs		
	Over 100 lbs		
PUSH/PULLING	Up to 5 lbs	F	Move chair from one work station to another
	6-10 lbs		
	11-20 lbs		
	21-25 lbs		
	26-50 lbs	O	Box of computer paper
	51-75 lbs		
	76-100 lbs		
	Over 100 lbs		

N-Never O-Occasional 1-33% F-Frequent 34-66% C-Constant 67-100%

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NON-MATERIAL HANDLING ACTIVITIES

Task	Frequency	Performance
CLIMBING	O	Use six step ladder to clean the camera monitor
BALANCING	C	Telephone, books, files, binders, folders, pens, pencils, paper, staplers, & stapler remover
STOOPING (bending at waist)	F	Open file drawers to retrieve files below waist level.
KNEELING (one or both knees)	O	Retrieve things that fall on the floor and from lower filing cabinets
CROUCHING (bending at hips/knees)	F	Filing and lifting boxes open file drawer and bottom section. Removing a box from floor area or empty boxes of computer paper and stacking them.
CRAWLING	O	Under the desk to get pens or city map or to connect mouse, tower, computer moniotr.
REACHING	C	Reach to answer phone, open drawers and retrieves files and document, partial to full arm extension.
TWISTING/TURNING	C	180 degrees at waist level to access printer, retrieve files, material, office supplies, sitting at desk within work stations.
HANDLING (manipulated objects)	C	Files, telephone, pens, pencils, computer mouse, printer, ink cartridges, fax machine, TOD machine, manuals, radio, head set.
FINGERING (finger dexterity)	C	Typing, computer keyboard, entering calls for service, requesting data, hand writing messages and notes, filing, faxing, using stapler and tape despenser.
STANDING	C	Making copies, filing, faxing documents, opening file drawer, pickup & deliver documents, retrieve manuals
WALKING	F	Retrieve papers within the department, filing data entry walking to meeting and administrative office.
GRASPING (whole hand activities)	C	Office supplies, files, binders, head set, computer mouse, tape dispenser, file boxes, books, telephone
VISION	C	Monitors video/camera, monitors alarm monitors, monitors 911 monitors and radio monitors.
SITTING	X	Sitting all day watching monitors and answering radio.

N-Never O - Occasional 1-33% F - Frequently 34-66% C-Constant 67-100%

DISPATCHER SCHEDULE

6:00 A.M TO 2:00 P.M.
 2:00 P.M. TO 10:00 P.M.
 10:00 P.M. TO 6:00 A.M.

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I, _____ understand the physical demands, work environment factors and mental functions of this job. I can fulfill the essential functions of this position as described in this job description.

Applicant Signature

Date