

POLICE DISPATCHER

Department: Police
Division: Communications
Pay Rate: \$24.37 - 27.20 hourly

Job Type: Full Time
FLSA Status: Non-Exempt

Position Summary

Dispatches police, fire, and emergency calls. Monitors and coordinates all public safety traffic. Answers emergency phone calls and responds accordingly. Transmits, receives, and relays teletype information. Ability to work all shifts (days, evenings, nights, weekends, and holidays) as required.

Essential Job Functions

1. Transmits, receives, and coordinates radio traffic.
2. Answers emergency and non-emergency phone calls and relays information.
3. Sends and receives teletype information and relays it to appropriate personnel or divisions.
4. Maintains phone contact with public safety agencies.
5. Monitors and relays radio traffic on other frequencies such as city services and intercity.
6. Enters warrants and stolen and recovered items into computer system.
7. Operates TLETS/NLETS data terminal for various information.
8. Obtains and maintains TCIC/NCIC and CJIS access.
9. Must obtain certification as an Emergency Medical Dispatcher (EMD) through the National Academy of Emergency Dispatch (NAED).
10. Performs related duties as assigned.

Skills, Knowledge and Abilities

1. Skills in thinking clearly, acting effectively in 911 emergency situations, and in making decisions with accuracy and astuteness.
2. Skills in typing (45 correct words per minute; skills test will be given).
3. Ability to handle several tasks simultaneously, most of which involve a high level of stress.
4. Ability to verbally communicate quickly and effectively with a clear and understandable voice.
5. Ability to deal with people in emotional, high stress situations.
6. Ability to learn basic criminal and traffic laws, code of criminal procedures, fire equipment and procedures, City of Hurst Municipal Code, Hurst Police Department General Orders Manual, and City of Hurst Personnel Policies and Procedure Manual.
7. Ability to learn radio procedures, computer-aided dispatch systems, and teletype guidelines.
8. Ability to obtain TCOLE Basic Telecommunicator License.
9. Ability to work cooperatively with co-workers.
10. Ability to sit for long periods of time.
11. Ability to learn and adhere to the City of Hurst Code of Ideals.
12. Ability to testify in legal proceedings.

Additional essential job functions, skills, knowledge, and abilities common to civilian and clerical non-uniform personnel

Physical Demands:

Standing/Walking:

Office Duties: Stands and walks on concrete, vinyl, and carpeted floors about 10% of the day. Distance is normally 100-feet or less.

Sitting:

Office Duties: Sits in the office about 80% of the day in chairs normally at a table or using a computer terminal.

Carrying:

May routinely carry objects of varying sizes and weights up to 50-feet in distance. Objects may be of different substances or shapes. Objects routinely weigh 10-40 pounds.

Lifting:

May routinely lift objects as part of regular duties. Lifting does not normally require anything over shoulder height. Weights range routinely between 10-40 pounds.

Pushing/Pulling:

Routinely may push/pull objects weighing 10 to 40 pounds.

Bending:

Move from the waist to pick up or lay down an object. May be kneeling for short time periods, as duties require.

Reaching:

Office Duties: Some reaching for office supplies across a table. Reaching is not normally required for distances over three feet.

Twisting:

Office Duties: Twisting is required sitting at a table or desk to reach for the phone or paper. Twisting in this environment is 45% to one side or the other.

Hearing:

Office Duties: Must have hearing sufficient (unaided or aided) to perform essential hearing tasks. Essential hearing tasks include, but are not limited to: discerning and distinguishing spoken words and speech from ambient background noise. If amplification devices are used, they must be of the type that prevents further hearing loss but also allows the employee to perform essential hearing tasks.

Vision:

Office Duties: Must have vision sufficient (unaided or aided) to perform essential sight tasks.

Voice:

Office Duties: Employee must have voice sufficient (unaided or aided) to perform essential speaking tasks.

Environment:

Virtually all of the work day is indoors with rare instances of driving to locations.

Hazards:

Motor vehicle operation. Exposed to moving traffic control situations.

Office Duties: Normal office environment.

Occasional search of prisoners as needed.

Equipment/Tools:

Rare operation of motor vehicle under regular conditions.

Office Duties: Normal office tools/equipment (i.e. copier, fax machine, computer terminal, phone, and small desk tools).

Products/Materials:

Office Duties: Paper, glue, copier toner, and other common office products.

Additional Demands:

Subject to varying levels of stress in accordance with interaction with peers and others in office environment.

Minimum Education, Certification, and Experience Requirements

High school diploma or equivalent required. Experience with public safety and computer aided dispatch preferred. Valid State of Texas driver's license with good driving record.

Applications accepted until the position is filled.

City of Hurst is an Equal Opportunity Employer.