



City of Mont Belvieu
JOB DESCRIPTION

POSITION TITLE **Dispatcher**
DEPARTMENT **Police**
REPORTS TO: **Dispatch Supervisor (Lead Dispatcher)**
DIRECT REPORTS: **n/a**
FLSA STATUS: **Non-exempt**
SALARY RANGE:

POSITION SUMMARY:

This position performs regular dispatch duties in the communications division of the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Handles all in-coming calls to the department, both administrative lines and emergency lines (911).
- Dispatches all police, fire, EMS personnel and animal control as well as other city departments as required.
- Monitors officer and prisoner activities within the detention area (jail) of the department.
- Maintains contact with officers while on calls for service, traffic contacts, arrests, investigations, etc.
- Accesses state computer systems such as TLETS and NCIC.
- Enters records/reports into the department's records management system (Cardinal).
- Assists the public and outside agencies when necessary.
- Serves as the department's first line of contact/communication with the public.
- Conducts prisoner searches (females searches) when requested and appropriate.
- Maintains a good working relationship with outside agencies, department personnel and other city departments.
- During emergency conditions, all City employees are subject to being called to work in the event of a disaster, such as a hurricane, or other emergency situation and are expected to perform emergency service duties, as assigned.
- Performs any and all other related duties or assignments as assigned.

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

SUPERVISORY RESPONSIBILITIES:

No supervisory responsibilities.

REQUIRED EDUCATION AND EXPERIENCE:

- High School diploma or equivalent (GED).
- Must be able to obtain a Telecommunicator's Certificate from the Texas Commission on Law Enforcement Officers Standards and Education (TCLEOSE) within one (1) year of employment.
- Must be able to obtain a certification from the Texas Law Enforcement Telecommunications System (TLETS) within six (6) months of employment.
- High level of security clearance.
- Must possess a valid Texas Driver License.
- Successful candidates must pass pre-employment drug screen, job related physical and background check.



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PREFERRED EDUCATION AND EXPERIENCE

n/a

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to serve the public and fellow employees with honesty and integrity.
- Knowledge of federal, state and local laws, statutes, regulations, codes, and standards related to the area of responsibility.
- Knowledge of City policies and procedures.
- Ability to communicate and interact effectively with members of the public and co-workers.
- Skill in effective oral and written communication.
- Skill in the use of standard office equipment and software.
- Ability to exercise sound judgment in making critical decisions.
- Skill in resolving customer complaints and concerns.
- Skill in completing assignments accurately and with attention to detail.
- Ability to analyze, organize and prioritize work while meeting multiple deadlines.
- Ability to process and handle confidential information with discretion.
- Ability to establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds, regardless of race, color, religion, gender, national origin, age, marital status, political affiliation, familial status, disability, sexual orientation, pregnancy, or gender identity and expression.
- Ability to define problems, establishes facts, draw valid conclusions, and make correct decisions under extreme circumstances and conditions.

WORK ENVIRONMENT:

The work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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. Perform sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

JOB DESCRIPTION CERTIFICATION:

This position description has been prepared to assist in defining job responsibilities, physicals demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under their supervision. The City of Mont Belvieu retains and reserves any and all rights to change, modify, amend, add to or delete, from any section of this document as is necessary.



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I have read the foregoing position description and understand the requirements outlined herein.

Name (Print)

Date

Signature