

**PALMVIEW POLICE DEPARTMENT**  
**Job Description**

**Job Title:** Communications Dispatcher

**Department:** Palmview Police Department

**Summary** Receives and dispatches emergency and routine calls for police, fire, ambulance, and other emergency services by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

Receives and screens incoming calls for law enforcement, fire, medical, or other emergency services.

Questions callers to determine location and seriousness of emergency and response needed.

Enters information into computer-aided dispatch system.

Operates two-way radio and/or other communications equipment to dispatch police, fire, medical, and other personnel and equipment and to relay instructions or information to remote units.

Provides prearrival instructions to caller.

Coordinates police, fire, ambulance, and other emergency requests, relaying instructions to closest and most suitable units available.

Relays information between hospital staff and emergency medical technicians at site or in ambulance.

Provides preliminary first aid instructions before paramedic truck or ambulance arrives.

Transmits and receives messages between divisions of own agency and other law enforcement agencies.

Monitors silent alarm systems, remote cameras, and other systems used to detect illegal entry and maintain security.

Contacts police officers to verify assignment locations, monitors dispatched units and, when necessary, serves as liaison with caller.

Enters, updates, and retrieves information from a variety of computer systems.

Answers or forwards nonemergency requests for assistance.

Tests communications and alarm equipment and backup systems to ensure serviceability.

## **Supervisory Responsibilities**

This job has no supervisory responsibilities.

## **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

**Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

**Judgement** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Professionalism** - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions ; Uses equipment and materials properly.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.; Completes tasks on time or notifies appropriate person with an alternate plan.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **Mathematical Skills**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

### **Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of Tyler Public Safety (RMS, INCODE (Court Management) software.

**Certificates, Licenses, Registrations**

Texas Telecommunication Certification

**Other Skills and Abilities**

Ability to speak fluent English.

**Other Qualifications**

NIMS 100, NIMS 200 and a valid Texas Drivers License.

**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. 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 sit. The employee is frequently required to stand. The employee is occasionally required to walk. The employee must regularly lift and /or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing 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 exposed to moving mechanical parts. The noise level in the work environment is usually very quiet.