

DISPATCHER II

City of Irving Class Specification

A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.

Classification: Dispatcher II
Job Code: 33212
FLSA Status: Nonexempt
Job Department: Police
Reports To: Police Communications Supervisor

PURPOSE

To perform a variety of duties involved in the receipt and response to incoming calls for police services and other emergency assistance, including answering, prioritizing, and transferring emergency and non-emergency calls, operating several computer-driven radio and phone systems, and preparing offense reports.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receives and handles emergency service calls from the public, including determining nature and location of emergency and proper police radio frequencies for dispatch of emergency units.
- Maintains awareness of location and status of up to 50 emergency vehicles throughout shift.
- Operates computer systems and consoles, including telephone, radio, and crime and other tracking systems.
- Prepares offense reports using pre-set forms and coding manual.
- Enters, updates, and retrieves information from computer systems, including information relating to wanted persons, stolen property, vehicle registration, and stolen vehicles.
- Assists in answering non-emergency calls.
- Coordinates response to emergency and non-emergency calls with other City departments and law enforcement agencies.
- Performs related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- If designated bilingual, assists dispatchers and officers with translations in all aspects of dispatch process.
- Oversees dispatcher trainees, including providing instruction, documenting progress, and assuming responsibility to address and correct trainee errors.
- Monitors radio traffic to determine if wreckers or utilities providers should be notified.

SUPERVISORY RESPONSIBILITIES

Does not directly supervise any employees. Provides functional and/or technical direction to one or a small group of employees.

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. All individuals will be subject to a criminal history check. A conviction for Class B misdemeanor and above is a disqualifier for employment.

EDUCATION

Equivalent to the completion of 12th grade.

EXPERIENCE

At least two years of related police dispatch experience is required.

CERTIFICATES, LICENSES, REGISTRATIONS

Texas Telecommunications Operator Certification.

Full Access TCIC/NCIC Certificate.

If acting as training officer, must complete 24-hour APCO Training.

KNOWLEDGE OF:

- English Language: the structure and content of the English language, including the meaning of words and grammar.
- Customer Service: principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Basic Math: add, subtract, multiply, or divide quickly.
- Office Software: current word processing, presentation, spreadsheet, and database programs used by the City.

SKILL IN:

- Mechanical/Technical: skill to learn to safely operate highly-complex computer and office equipment, including computer-driven communications and mapping systems, as well as the language-translation and TDD telephone lines.
- Social Perceptiveness: being aware of others' reactions and understanding why they react the way they do.
- Service Orientation: actively looking for ways to help people.
- Active Listening: listening to what other people are saying and asking questions as appropriate.

ABILITY TO:

- Accurately enter information using computer keyboard: type 60 words per minute
- Listen to and understand information and ideas presented through spoken words and sentences in stressful situations: oral comprehension under duress.
- Use oral expression to communicate information and ideas in speaking so others will understand in stressful situations: oral expression under duress.
- Ability to carry out instructions furnished in written, oral, or diagram form.
- Read and interpret documents: reading comprehension.
- Identify and understand the speech of another person: speech recognition.
- Read and understand information and ideas presented in writing: written comprehension.
- Speak clearly so that it is understandable to a listener: speech clarity.

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 constantly is required to listen, see, sit, talk, and/or type. The employee frequently is required to lift up to 10 pounds, pull, push, reach, stand, and/or walk. The employee occasionally is required to carry, grasp, handle, feel, and/or kneel. Specific vision abilities required by this job include close vision, distance vision, and color vision. Specific audio abilities required by this job include being able to identify voice recognition, specific tones, radio transmissions and background noises.

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.

The noise level in the work environment usually is moderate. This job requires the employee to make decisions directly affecting the safety of others. This job requires employees to be capable of working shift work.