

## Job Description: DISPATCHER

**Class No.** 621  
**Position No.** 560-8400  
**Grade/Step:** 7/1

**Department:** Sheriff's Office  
**EEOC Category:** Administrative Support  
**FLSA:** Non-Exempt

### SUMMARY OF POSITION

This position ensures efficient, effective handling of police calls coming in either by telephone or two-way radio and obtains and shares needed information via Teletype equipment.

### ORGANIZATIONAL RELATIONSHIPS

This position reports to the Dispatch Supervisor and the Captain. This is a non-supervisory position that works closely by telephone, radio, Teletype, or in person with other employees of the Sheriff's Department, other police departments, and law enforcement agencies, and the general public.

### EXAMPLES OF WORK

Operates two-way radios and Teletype;

Receives and records incoming calls on both the telephone and two-way radio, evaluates calls, and directs calls to appropriate staff, officers, and/or agencies;

Monitors radio frequencies of law enforcement, fire and ambulance personnel;

Dispatches appropriate units for emergencies;

Enters stolen property, missing persons, runaway reports, etc. into computer and performs computer checks of same;

Enters information into Texas and National Crime Information computer systems, and validates information against printed reports;

Maintains various files and records in an up-to-date manner;

Performs such other related duties as may be assigned.

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### **OTHER REQUIREMENTS**

Regular attendance is essential. Must arrive at work on time, prepared to perform assigned duties and work assigned schedule. Employee must have the ability to work well with others. Employee must be able to perform the essential functions of the position without posing a direct threat to the health and safety of themselves and others. Requested accommodations to work hours and schedules are considered on an individual basis.

### **OBTAINABLE KNOWLEDGE \* On the job training will be provided\***

Knowledge of: radio transmission procedures and Federal Communications Commission rules and regulations governing operation of radio and teletype transmitting and receiving; and law enforcement practices and procedures.

Skill/Ability to: accurately handle several items at one time during stressful situation; understand and follow instructions; speak clearly and concisely; maintain records accurately; and operate various office machines, including computer, teletype, and multiline telephones. \* Will learn through on the job training.\*

### **ACCEPTABLE EXPERIENCE AND TRAINING**

Graduation from High School or a General Education Development (GED) certificate is required. One year of related experience (business or vocational school training in radio and teletype operation and typing may be substituted for up to six months experience); Or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

A Telecommunication Operator Certification by the Texas Commission on Law Enforcement Officer Standards and Education is required. This employee must be bondable.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment characteristics 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 of perform the essential functions.

While performing the duties of this position, the employee is required to walk, sit, stand, bend and stoop. May be required to lift, carry or push/pull supplies, materials, equipment and/or items weighing up to 25 pounds. Work is primarily conducted indoors. The noise level in the work environment is usually moderate. Staff work is normally reviewed and deadlines are to be met. It is left up to the staff to determine the method in which they complete their work.

### **COMMENTS**

Guadalupe County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.

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**NOTICE:**

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

Regular attendance is required in this job.

All employment with Guadalupe County shall be considered "at will" employment. No contract of employment shall exist between any individual and Guadalupe County for any duration, either specified or unspecified.

I have reviewed this job description and find it to be an accurate description of the demands of the job.

\_\_\_\_\_  
Signature of Employee

\_\_\_\_\_  
Date

This signed original will be placed in employee's Personnel File.