



Title: Public Safety Dispatcher
Department: Police Department
Reports To: Communications Supervisor

FLSA: Non-exempt
Last Revised: Oct. 2024
Pay Grade: NS1: \$27.465 – 36.803/hour

POSITION SUMMARY:

Under direct supervision of the Communications Supervisor or their Designee, operates equipment and coordinates all emergency and non-emergency calls coming into the Police Department for Police/Fire/EMS services. Position requires constant contact with the public in stressful situations that require the ability to remain calm, think clearly, use good judgment, and have clear, understandable speaking skills.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Answers multi-line, NG911 emergency and non-emergency calls, and dispatches and deploys public safety personnel to calls for service.
- Simultaneously listens to and comprehends both telephone and radio traffic often under loud and stressful conditions.
- Operates multi-channel public safety radio system.
- Assists with and records requests for police or fire and emergency medical services from the public and departmental personnel via telephone and radio utilizing a computer-aided dispatch system.
- Communicates effectively, courteously, and clearly in English, verbally and in writing; includes speaking distinctly, responding promptly, and hearing in the normal range to protect the safety of officers and the public.
- Communicates with hearing/speech-impaired citizens by operating specialized teletype device(s).
- Assigns appropriate Public Safety personnel to routine and/or emergency calls for service utilizing a computer-aided dispatch system.
- Provides pre-arrival medical instructions following department prescribed protocol with NAED compliance.
- Documents all activity, locations and statuses in the computer aided dispatch system for public safety personnel, quickly disseminating any additional information.
- Comprehends and applies city ordinances, policies and procedures.
- Monitors National Weather Service.
- Operates City Emergency Warning System and notifies key personnel and other agencies in emergency operation situations.
- Maintains strict confidentiality of all documents, radio and phone transmissions and other sensitive information handled through the communications department.
- MUST WORK FLEXIBLE HOURS TO INCLUDE ALL SHIFTS; NIGHTS, WEEKENDS, AND HOLIDAYS AND ACCEPT ON-CALL DUTY STATUS. Shifts will include eight (8), ten (10), or twelve (12) hour schedules.

ADDITIONAL DUTIES & RESPONSIBILITIES:

- Adheres to assigned work schedule as outlined in city and department attendance policies and procedures.
- Regular and punctual attendance to assigned shifts is required.
- Perform other duties as assigned or directed.
- This document is not intended to be a comprehensive list of activities, duties, or responsibilities that are required of the employee in this role. Duties, responsibilities, and activities may change at any time with or without notice.



REQUIRED KNOWLEDGE, SKILLS, & ABILITIES:

- Ability to embrace and embody the City's and the Department's core values.
- Ability to produce desired work outcomes, including quality, quantity, and timeliness.
- Ability to plan and organize work, time, and resources.
- Ability to analyze and evaluate emergency situations and carry out effective course of action following prescribed procedures under pressure or through distractions.
- Ability to make rational decisions through sound logic and deductive processes is required.
- Ability to work in a confined area and in a seated position for extended periods of time.
- Ability to continuously enter data into various computer systems.
- Ability to multitask, simultaneously inputting, retrieving, and maintaining information, reading from both computer screens and printouts, and operating multiple keyboards.
- Ability to operate wide range of equipment, e.g. door monitors and locks, printers, voice recorder, intercoms, alarm panel, weather monitoring devices, television monitors, etc.
- Ability to work in a team environment; contribute as a team member and treat co-workers and customers with respect.
- Ability to build and develop professional relationships with internal staff and customers.
- Ability to be flexible and adapt, especially during times of emergency, stress and change.
- Ability to use office equipment including, copiers, printers, computers, fax machines, phones, etc.
- Knowledge of local and state laws and regulations that apply to the position, including Texas Open Records Act, Texas Penal Code, and Code of Criminal Procedures.
- Knowledge of City and Departmental policy and procedures.
- Skill in operation of computer terminals for specialized access with various automated data banks.
- High communication skills, both orally and written with all internal and external customers.
- Requires high skills in attention to detail and accuracy.
- Requires strong computer and system skills.

MINIMUM QUALIFICATIONS:

- High school graduate or GED equivalency is required.
- Six months or more of municipal or county Police, Fire, and Enhanced NG911 dispatching experience is preferred.
- Current and active Telecommunicator license as issued by the Texas Commission on Law Enforcement required, OR successfully obtain TCOLE Telecommunicator license within one (1) year from date of hire. TCOLE Telecommunicator license requires U.S. Citizenship, and the passing of the State licensing exam after completion of mandatory courses. These courses include, but are not limited to: CPR, Basic Telecommunicators Certificate Course, Crisis Communications, TDD/TTY for Telecommunicators, Personnel Orientation, and Telecommunications Field Training. All mandatory training is arranged and paid for by the City.
- Qualified applicants will be required to pass a Communications compatibility and skills testing modules which evaluate data entry/keyboarding speed (minimum 40wpm), multi-tasking, memory recall, map reading, numerical prioritization, reading comprehension, spelling, and sentence clarity.
- Must have a valid Texas Driver's License and driving record must be in compliance with City of Roanoke policy.
- Must pass a drug screen and background check, driving record check, polygraph, psychological assessment, and medical screen to include hearing test.
- Must be able to work various shifts including nights, holidays and weekends.
- Must train, test and certify as an Emergency Medical Dispatcher (EMD) per International Academies of Emergency Dispatch and Priority Dispatch standards.



HIPPA COMPLIANCE STATEMENT

All employees who have access to health information whose confidentiality is protected by the HIPAA Privacy Rule must have an understanding and knowledge of the Privacy Rule that corresponds to their job responsibilities and of the Police Department's policies and procedures that impact their job duties. Employees who violate the requirements of the HIPAA Privacy Rule will be subject to discipline, up to and including termination.

PHYSICAL DEMANDS & WORK ENVIRONMENT:

The essential functions of this position are performed primarily in an indoor environment and in a seated position. Position requires frequent sitting, repetitive motions, lifting of negligible weights, fine dexterity and the ability to clearly see and hear. Occasional pushing, pulling, bending, carrying, lifting up to twenty (20) pounds and kneeling may be required for some duties. Position will have exposure to highly stressful and emotional situations and fast paced decision making.

EQUAL EMPLOYMENT STATEMENT:

The City of Roanoke provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, the City of Roanoke complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, and transfer, leaves of absence, compensation and training.

The physical demands described in this document are representative of those that must be met by an employee to successfully perform the essential functions of this jobs. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

JOB DESCRIPTION SIGNATURES: This job description is approved by the Department Director and Human Resources.

By signing below, I, the employee, acknowledge that I have read and understood the requirements, essential duties and expectations of this position.

Employee Name [Print]

Employee Signature

Date