

City of Socorro Job Description

Job Title: Communications Dispatcher I, II, III	Department: Police
FLSA Status: Full Time - Non-Exempt	Salary: \$16.75 - \$20.65
Approved: 09/01/2022	Last Revised: 09/01/2022

Position Summary:

Under general supervision, dispatch and monitor officers using a multi-channel radio system; enter information into a computer aided dispatch system.

Duties, Functions, and Responsibilities:

- Receives all emergency 911 and non-emergency telephone calls and transmits to appropriate public safety personnel; answers radio transmissions for Police; enters data into CAD computer, NLETS/TLETS, NCIC/TCIC. Dispatch and monitor officers using a multi-channel radio system and enter information into computer aided dispatch system. Involves: dispatch calls and messages for police units; maintain contact with all units on assignment. Maintain accurate status and location of police field units. Maintain daily computerized log of all field calls and units dispatched. Dispatch calls to police units on the appropriate channel, and enter appropriate information into computer aided dispatch system. Prioritize calls, monitor channels during critical incidents, determine appropriate officers to respond and dispatch information to appropriate personnel. Monitors cameras at Police Headquarters; serves as receptionist assisting public in front lobby. Keep direct supervisor and field supervisors apprised of emergency and unusual situations. Determine the number of units, and which units, to dispatch. Perform TCIC/NCIC entries. Use other computer systems as required. Enter, update and retrieve information from computerized networks relating to wanted person, stolen property, vehicle registration, stolen vehicles and other related information. Provide accurate and understandable directions to citizens, officers and other law enforcement agencies and ask relevant questions to ascertain type of call for service. Monitor a variety of electronic equipment and radio channels. Notify immediate supervisor of any malfunctions.
- Knowledge of Federal Communications Commission rules and regulations, other laws, policies, procedures, regulations governing telecommunications, dispatching and controlling vehicles when responding to routine and emergency situations using established procedures. Skill in the safe operation and care of communications equipment and personal computers. Knowledge of personal computers and specialized case management software pertinent to dispatch and law enforcement operations. Ability to type at the rate of 35 wpm. Read and understand oral, written, or technical information including maps to answer questions and solve practical problems. Good knowledge of police operations, radio dispatch procedures, city geography, landmark and streets, customer service/public relations practices and procedures. Control radio conversations while accurately communicating information using a computer keyboard. Operate radio communications equipment and computers, simultaneously monitor multiple computer screens and perform other dispatch-related tasks.
- Establish and maintain effective working relationships with associate personnel, supervisors, employees of other law enforcement agencies, employees and the general public. Utilize clear concise oral and written communication.
- Regular worksite attendance is an essential function.
- Responsible for any other duties and assignments issued by the City of Socorro.

Communication Dispatcher I (Basic)

\$16.75 - \$18.85

Minimum Qualifications

- A candidate must possess a high school diploma or GED, and three (3) years general work experience.
- Licensed telecommunicator by the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE), Texas Crime Information Center/National Crime Information Center (TCIC/NCIC) certification, and certification by the Texas Law Enforcement Telecommunication System/National Law Enforcement System (TLETS/NLETS) within one (1) year of appointment. Must maintain all licenses and certification through the course of employment.

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- Possess a valid Texas class "C" Driver's License.

Communication Dispatcher II (Intermediate)

\$17.35 - \$19.53

Minimum Qualifications

- A candidate must possess a high school diploma or GED, and six (6) years general work experience. Associates in Criminal Justice, Government, or related field.
- Licensed telecommunicator by the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE), Texas Crime Information Center/National Crime Information Center (TCIC/NCIC) certification, and certification by the Texas Law Enforcement Telecommunication System/National Law Enforcement System (TLETS/NLETS). Must maintain all licenses and certification through the course of employment.
- Possess a valid Texas class "C" Driver's License.

Communication Dispatcher III (Advanced)

\$18.35 - \$20.65

Minimum Qualifications

- A candidate must possess a high school diploma or GED, and nine (9) years general work experience. Bachelor's degree in Criminal Justice, Government, or related field preferred.
- Licensed telecommunicator by the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE), Texas Crime Information Center/National Crime Information Center (TCIC/NCIC) certification, and certification by the Texas Law Enforcement Telecommunication System/National Law Enforcement System (TLETS/NLETS). Must maintain all licenses and certification through the course of employment.
- Possess a valid Texas class "C" Driver's License.

Note: Upon reaching minimum salary level in each category; only COLA increases will be given.

Equipment:

- Operates office equipment such as a typewriter, computers and software, calculator, copy machine, scanner, shredder, fax machine, and multi-line telephone.
- Four channels receive/transmit public service radio.
- ICC MOD 40 plus 20C date display system high speed teletype terminal
- ICC MOD 40 plus 20C high speed printer
- IBM date base terminal
- Lanier telephonic recorders
- Dictaphone model 4000/24 hour line recorder

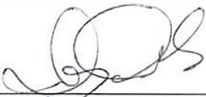
Physical Requirements:

- Must be able to lift a minimum of 35 pounds.
- Sitting for extended periods.
- Hearing ability to answer and dispatch radio calls.

Conditions of Employment:

- Pass Pre-Employment Drug Screening.
- Pass Extensive Background Check.
- Work flexible hours and overtime as required, including weekends, holidays, and emergencies.
- Bilingual Skills: English & Spanish preferred

**City of Socorro
Job Description**



Mayor

9-17-22

Date



City Manager

9/1/20

Date



Human Resources Director

9/1/22

Date

Employee

Date

