

City of Socorro Job Description

Job Title: Communications Dispatcher	Department: Police
FLSA Status: Full Time - Non-Exempt	Salary: \$17.29 - \$26.54
Approved: 12/12/2024	Last Revised: 09/01/2022

Position Summary:

Under general supervision, is responsible for receiving, prioritizing, and dispatching emergency and non-emergency calls for service through a multi-channel radio system. This role involves accurate data entry into the Computer Aided Dispatch (CAD) system and the utilization of NLETS/TLETS and NCIC/TCIC systems to support law enforcement operations. The dispatcher ensures effective communication between the police department, field units, and the public, playing a critical role in maintaining public safety and efficient police response.

Duties, Functions, and Responsibilities:

- Receive and Dispatch Calls:
 - Manage 911 emergency and non-emergency calls, transmitting them to the appropriate public safety personnel.
 - Respond to police radio transmissions and enter data into the CAD system, NLETS/TLETS, and NCIC/TCIC databases.
 - Use a multi-channel radio system to dispatch and monitor officers, maintaining communication with assigned units and tracking their status and location.
- Dispatch Operations:
 - Log all field activity in the CAD system and dispatch calls through the appropriate radio channels.
 - Prioritize calls, especially during critical incidents, and assign the appropriate officers for response.
 - Monitor radio channels and other electronic equipment to maintain situational awareness and coordination.
- Additional Responsibilities:
 - Monitor security cameras at Police Headquarters and assist the public as a receptionist in the front lobby.
 - Keep supervisors informed of emergencies and unusual situations.
 - Perform TCIC/NCIC entries and use other systems to manage information on wanted persons, stolen property, and vehicle records.
 - Provide clear directions to citizens, officers, and external law enforcement agencies. Ask relevant questions to assess calls for service.
 - Monitor and report equipment malfunctions to a supervisor.
- Knowledge and Technical Skills:
 - Apply FCC regulations, laws, and policies governing telecommunications and vehicle dispatch during routine and emergency situations.
 - Operate communications equipment and personal computers, using law enforcement-specific software.
 - Type at a minimum rate of 35 words per minute.
 - Interpret oral, written, and technical information, including maps, to solve problems and respond accurately to inquiries.
 - Understand police operations, dispatch procedures, city geography, landmarks, and public relations practices.
 - Control radio communications efficiently and accurately enter information using a computer.
 - Operate communication equipment while simultaneously monitoring multiple screens and performing dispatch-related tasks.
- Interpersonal and Communication Skills:
 - Establish and maintain effective working relationships with colleagues, supervisors, personnel from other law enforcement agencies, and the public.
- Communicate clearly and concisely in both oral and written formats.
- Attendance and Additional Duties:
 - Regular worksite attendance is an essential function.

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- Responsible for any other duties and assignments issued by the City of Socorro.

Communication Dispatcher

\$17.29 - \$26.54

Minimum Qualifications

- A candidate must possess a high school diploma or GED.
- **Licensed Texas Telecommunicator Applicant:**
 - Pass a pre-employment aptitude exam
 - *(If less than one year of full-time telecommunicator experience)*
 - Pass a comprehensive background check.
 - *(If not a current Socorro Police Department Employee)*
 - Pass a pre-employment drug screening.
 - *(If not a current Socorro Police Department Employee)*
 - Complete a medical screening
 - *(Required for breaks in service of more than 180 days)*
 - Undergo a psychological evaluation
 - *(Required for breaks in service of more than 180 days)*
- **Unlicensed Texas Telecommunicator Applicant:**
 - **Minimum Age Requirement:**
 - Must be at least 18 years old.
 - is fingerprinted and is subjected to a search of local, state and U.S. national records and fingerprint files to disclose any criminal record.
 - has never been on court-ordered community supervision or probation for any criminal offense above the grade of Class B misdemeanor or a Class B misdemeanor within the last ten years from the date of the court order.
 - is not currently charged with any criminal offense for which conviction would be a bar to licensure.
 - has never been convicted of an offense above the grade of a Class B misdemeanor or a Class B misdemeanor within the last ten years.
 - has never been convicted or placed on community supervision in any court of an offense involving family violence as defined under Chapter 71, Texas Family Code.
 - has never received a dishonorable discharge from the armed forces of the United States.
 - has not had a commission license denied by final order or revoked.
 - is not currently on suspension, or does not have a surrender of license currently in effect.
 - meets the minimum training standards and passes the commission licensing examination for license sought.
- Possess a valid Texas class "C" Driver's License.

Equipment:

- Operates standard office equipment, including computers, printers, scanners, and multi-line telephones.
- Utilizes radio communication systems with multiple channels to transmit and receive public safety information.
- Works with specialized law enforcement software and recording devices for data entry, call logging, and communication tracking.

Physical Requirements:

- Must be able to lift a minimum of 35 pounds.
- Must be able to sit for extended periods.
- Must have the hearing ability required to answer and dispatch radio calls effectively.

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Conditions of Employment:

- Pass Pre-Employment Drug Screening.
- Pass Extensive Background Check.
- Complete a medical screening.
- Undergo a psychological evaluation
- Required to wear the prescribed uniform and accessories for regular duties or special assignments.
- Work flexible hours and overtime as required, including weekends, holidays, and emergencies.
- Must comply with departmental policies, procedures, and code of conduct at all times.
- Subject to on-call status as needed.
- Must maintain physical and mental readiness to perform the duties of a certified telecommunicator, including participation in mandatory training and fitness requirements.
- May be required to work in hazardous conditions or respond to high-stress situations.
- Must meet all legal, ethical, and professional standards for telecommunications.
- Bilingual Skills: English & Spanish preferred

Pay Scale:

Level	FY24	FY25	FY26	FY27	FY28
	Hourly	Hourly	Hourly	Hourly	Hourly
L0	\$17.29	\$17.29	\$17.29	\$17.29	\$17.29
L1	\$19.78	\$19.78	\$19.78	\$19.78	\$19.78
L2	\$20.77	\$20.27	\$20.27	\$20.27	\$20.27
L3	\$21.81	\$21.29	\$20.78	\$20.78	\$20.78
L4	\$22.90	\$22.35	\$21.82	\$21.30	\$21.30
L5	\$24.04	\$23.47	\$22.91	\$22.37	\$21.83
L6		\$24.64	\$24.06	\$23.48	\$22.93
L7			\$25.26	\$24.66	\$24.07
L8				\$25.89	\$25.27
L9					\$26.54

Upon reaching maximum salary, only COLA increases will be given



Mayor

12-12-24

Date



City Manager

12/13/24

Date



Human Resources Director

12.13.24

Date

Employee

Date