

## **Job Description: Dispatcher**

**CLASS NO.**  
**PAY GROUP:**

**EEOC CATEGORY:** Office and Clerical  
**FLSA:** Nonexempt

### **SUMMARY OF POSITION:**

Ensures efficient, effective handling of incoming telephone or two-way radio calls from the public, county departments, or other departmental or law enforcement personnel; and performs necessary documentation.

### **ORGANIZATIONAL RELATIONSHIPS**

1. **Reports to:** Dispatch Sergeant
2. **Directs:** This is a non-supervisory position.
3. **Other:** Works closely by telephone, radio, teletype, computer, or in person with other departmental employees, other law enforcement and government agencies, and the general public.

### **EXAMPLES OF WORK**

#### **Essential Duties\***

Monitors and responds to incoming calls on assigned telephone or teletype lines and two-way radio frequencies, evaluates calls, and directs calls to appropriate staff and/or agency, dispatches units, and relays information pertinent to field operations;

Monitors and responds to emergency 9-1-1

Performs computer-assisted manual records checks for officers or other law enforcement agencies on individuals, locations, and vehicles, and verifies warrants or reports of stolen property with the originating officer or agency;

Completes, maintains, and files accurate appropriate records and logs;

Assists general public with traffic, weather and general questions when necessary;

Maintains current knowledge of federal, state, and local rules regarding telecommunications

\*for the purpose of compliance with the American with Disabilities Act (ADA) this job description does not take into account potential reasonable accommodations.

(continued)

Other Important Duties\*

Monitors persons taking anti-buse; and

Performs such other related duties as may be assigned.

All Bee County Sheriff's Office employees shall be available by telephone, at all times. Sheriff's Office personnel are subject to recall, at any time, twenty four hours a day, at the discretion of the Sheriff.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

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

Skill/Ability to: use the radio and electronic data communications equipment; demonstrate proficiency in both oral and written communication; establish and maintain effective working relationships with other county employees and the general public; handle several items at one time while in a high stress situation, keep accurate records; and maintain appropriate necessary certifications.

**ACCEPTABLE EXPERIENCE AND TRAINING**

High school graduation or its equivalent (plus at least one year of related experience preferred)

Or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities

**CERTIFICATES AND LICENSES REQUIRED**

Telecommunications Operator Certification from the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE)

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