

BANDERA COUNTY
Job Description

JOB TITLE: Dispatcher – Sheriff’s Office

PAY GRADE: 16 FLSA: Non-exempt

EMPLOYEE NO.:

OBJECTIVE: To ensure reliable communications and coordinate responses.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to: Sheriff, through chain of command;
2. Directs: None

GENERAL STATEMENT OF DUTIES:

Receives and dispatches emergency and non-emergency calls to appropriate public safety personnel; operates the radio console and 9-1-1 telephone system.

ESSENTIAL FUNCTIONS/DUTIES (may include but not limited to):

- * Receives emergency calls, complaint calls, reports, and routine traffic calls by multi-line telephone including E9-1-1 lines, radio or personal contact and refers the call to appropriate personnel;
- * Simultaneously listen to and comprehend both telephone and radio traffic;
- * Dispatch public safety personnel in response to emergency calls;
- * Conduct computer searches through local, state and national files in accordance with state and federal policies and procedures and provide information to the requesting officer;
- * Document all calls for service and activity, location, and status in the computer aided dispatch system for public safety personnel and/or various records, logs and reports on the specified form and in the specified format;
- * Read and interpret maps;
- * Remain calm under stressful conditions and emergency situations;
- * Perform maintenance and cleaning of equipment, facilities and work area;
- * Maintain records of information such as incoming/outgoing teletype and status of wanted persons and/or stolen property and writes reports;
- * Maintain and update computer entries of emergency contact data sheets;
- * Interact with the public and other County offices and employees in a pleasant, efficient manner, regarding dissemination of information on a daily basis;
- * Regular attendance required;
- * Lift 10-25 lbs. frequently and 25-50 lbs. occasionally;

SO-DISPATCHER

Created 11/29/11, Revised 6/13/13, 6/26/14, 3/29/18, Grade Increase 10/01/18, Grade Increase 10/1/23

- * Perform other duties as may be assigned within the scope of the position.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- * General office operations, two years general office experience;
- * Must provide excellent customer service to the public while exercising considerable tact and firmness in obtaining information from distressed persons;
- * Ability to use basic office equipment;
- * General computer skills and knowledge of word processing;
- * Communication skills both oral and written with proper use of English grammar;
- * Ability to organize time efficiently;
- * Ability to be detail oriented;
- * Ability to type 35 wpm or more.

PHYSICAL REQUIREMENTS:

- * Ability to lift 10-25 lbs. frequently and 25-50 lbs. occasionally;
- * Constant use of computer and other office equipment;
- * Constantly sitting, twisting, listening, and talking;
- * Frequently reaching, lifting, and bending;
- * Visual acuity correctable to 20/20 and normal hearing ranges;
- * Differentiate various verbal and non-verbal auditory cues at variable intensities;
- * Ability to work any shift hours, including overnight, weekends, and holidays;
- * Unscheduled hours may be required in cases of excessive workload, unforeseen personnel shortfalls or emergency situations;
- * “On-call” availability may be required;
- * Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

CERTIFICATES AND LICENSES REQUIRED:

- * High School diploma or GED equivalent;
- * Valid Texas Driver’s license;
- * Ability to acquire Basic Telecommunication Operations certificate within 12 months of hire;
- * Ability to acquire Emergency Medical Dispatcher certification;
- * Maintain all State and /or agency required training and certifications.

This job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change. The employee further understands, and accepts, that this position falls under the provision of an “At Will” employment, and under no circumstances is this a contract for employment.

Acknowledgement of Employee: _____
(Printed Last, First Name, MI)

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Signature of Employee: _____

Approval: _____
(Elected/Appointed Official, Dept. Head/Supervisor) (Date)

Approved by Commissioner's Court: _____ 03-29-2018 _____
(Date)

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