



Job Description – Dispatch Supervisor

Job Title:	Dispatch Supervisor	Department:	Police Department
Group:		FSLA Status	Non-Exempt
Minimum Salary:	Not to exceed mid-range	Position Type:	Full-Time
Reports To:	Support Services Lieutenant	Directs:	Dispatch Staff

Applications Accepted By:

<p>E-MAIL: humanresources@palestine-tx.org</p> <p>Subject Line: Attention: Human Resources/ Job Title</p>	<p>MAIL OR IN PERSON: (MONDAY- FRIDAY; 8:00AM – 5:00PM)</p> <p>City of Palestine Human Resources 504 North Queen Palestine, Texas 75801 (903)731-8421</p>
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Job Description

OBJECTIVE

Under general direction, the purpose of the position is to supervise and evaluate communications personnel and perform duties of a dispatcher in the Police Department communications center. Position is responsible for oversight of communications personnel receiving and processing requests for Police, Fire and Emergency Medical Services in high stress situations; answering non-emergency and emergency 9-1-1 phone lines; dispatching and deploying public safety personnel to calls for service; operating various computers and telecommunications equipment. Ability to work any assigned shift (days, evening, nights), must be willing to work holidays, weekends, and overtime, as needed for scheduling purposes. Performs related work as required.

ESSENTIAL JOB FUNCTIONS

Essential functions, as defined under the Americans with Disabilities Act may include, but are not limited to, the following tasks, knowledge, skills and other characteristics. **(This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.)**

- Receives emergency and non-emergency calls for service by phone and in person; prioritizes calls; tracks location and availability of police units; dispatches police units and/or forwards call to appropriate agency for response; runs and provides law enforcement requests for license and operator information/records; monitors police radio calls; dispatches additional units and/or law enforcement personnel as required to maintain safety and protection of officer(s); contacts other agencies to provide backup assistance as required.
- Logs all calls and prepares and maintains written log of calls and activity during shift; enters and updates wanted persons, missing persons, stolen vehicles, stolen items, runaways and other information into a number of law enforcement data banks; researches and maintains current information regarding changes in maps, areas, units to be dispatched, etc.; reviews and determines eligibility for public assistance/Salvation Army vouchers; runs requester information to check for wants and warrants; provides assistance according to established parameters.



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- Provides oversight and administrative work of average difficulty in the operation of the public safety (Police/Fire) communications function and performs related work as required.
Oversight Received: Work is performed under the general direction of the Chief and the Command Staff.
- Oversees/implements the Communication Officer Training program
- Prepares work schedules, duty assignments and training; briefs subordinates and reviews and analyzes their work to ensure proper quality of performance; Conducts meetings of all communications personnel as needed to discuss issues, implement new procedures, etc. Records of meetings, who attended and what was discussed are kept on file. Prepares management related reports for presentation to City Officials. Prepares/ensures time sheets are correct and turned in for the communications officers; Serves as Terminal Agency Coordinator for TCIC/NCIC.
- DPS Associate Trainer Certification – trains all Police Department personnel both sworn and non-sworn for mandated TCIC/NCIC training; Maintains records of TCIC/NCIC training on all department personnel; Administers functional retesting for all system operators as required by NCIC policy; Works with CID Supervisor/Evidence Clerk to complete monthly Validation Report for records entered into TCIC/NCIC, completes report and forwards it to DPS Crime Records.
- Maintains and updates TLETS/NLETS and TCIC/NCIC manuals as required; Maintains records of TOU's received from FBI/NCIC and implements all required changes; Maintains and updates CJIS manuals for arrest reporting; Performs general database maintenance on 9-1-1 and voice recording systems; Maintains and updates speed dial database for 9-1-1 system
- Maintain and update telephone lists and other emergency contact information for employees, city officials and other emergency responders
- Maintains and updates Emergency response manual for pipelines which includes current contact information, local pipeline maps, and information on chemicals being transported in the lines
- Maintains files of current Protective Orders; Maintains Criminal Trespass warning file
- Maintains records of Teletypes sent and received; Serves as Salvation Army liaison for transient assistance for meals, lodging or transportation; Oversees distribution of vouchers to persons meeting criteria; Prepares copies of voice recordings for Detectives and Prosecutors for use in court; Maintains all voice recorder logs; Updates software for various computer programs as needed pertinent to Communications functions; Prepares and mails out Curfew violation notices.
- Maintains and updates information on curfew violations; Receives and distributes copies of TLETS/NLETS and CJIS newsletters and updates to certified operators and others as necessary
- Member of East Texas Council of Governments Public Education Committee; Serves as a liaison to ETCOG as PSAP Supervisor per inter local agreement; Member of East Texas Council of Governments Advisory Committee; Prepares monthly report to ETCOG in reference to PSAP activities (i.e. training, meetings, personnel issues, public education programs, TDD log and equipment; Presents 9-1-1 programs for schools and other civic organizations as required
- Instructs Citizen On Patrol 9-1-1 Emergency Communications class; Participates in various public relations projects (i.e. Sets up 9-1-1 booth at various community functions, ; Assist with background investigations of prospective communications employees; TAC (Terminal Agency Coordinator), ensures that all rules of the state issued by DPS are followed, insures all security protocols are upheld and changes made to insure the security of the Department. Works on assigned shift as Dispatcher and performs all the duties associated with that job description



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- Performs other duties as assigned or required.

KNOWLEDGE, SKILLS, AND OTHER CHARACTERISTICS:

- Knowledge of applicable local, state, and federal statutes, rules, regulations, codes, ordinances, case law, City of Palestine policies and procedures, and other governing documents.
- Knowledge of police and other emergency dispatch policies, procedures, and requirements.
- Knowledge of the basic principles of record keeping and file maintenance.
- Knowledge of telecommunication systems and a variety of law enforcement computer systems.
- Knowledge of street locations and map reading.
- Skill in working under pressure involving potentially conflicting information, fast moving, changing events, scared, traumatized and/or injured people.
- Skill in establishing priorities and handling high stress situations.
- Skill communicating detailed information clearly, concisely, and accurately.
- Skill accurately entering and retrieving information from law enforcement computer system.
- Skill in handling a high volume of telephone and radio traffic.
- Skill reading street maps.
- Skill establishing and maintaining effective working relationships with supervisors, co-workers, and the public.

ADDITIONAL REQUIREMENTS:

Must be able to obtain within six months of employment and retain Texas and National Criminal Investigation Commission certification. Must be able to work any shift and extended hours as needed.

May be exposed to infectious diseases, potential physical harm, and work in a stressful environment. Work schedule may be at times and days outside the traditional work week.

Five years' experience as a Communications Officer and must possess a high school diploma or its equivalent.

ACCEPTABLE EXPERIENCE AND TRAINING:

Five years of public and/or private sector dispatching is preferred. Clerical, secretarial, or closely related work experience with extensive public contact in person and/or by phone, working with computers, or performing closely related duties is required. TCIC Associate trainer Certification; (Terminal Agency Coordinator) TAC Agency Certification Trainer; Master Telecommunicator; Train the Trainer for Communications.



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PHYSICAL DEMANDS

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

- Sitting for long periods.
- Work in high stress environment.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Must have and maintain a valid Texas Driver’s License. (if required)
- High school diploma or GED.
- See Acceptable Experience and Training

PREFERRED CERTIFICATIONS AND LICENSE QUALIFICATIONS

Telecommunications TCOLE License, **Master** Telecommunicators.

CONDITIONS OF EMPLOYMENT

Must pass a pre-employment drug screen and background check. *Add pre-employment physical if required.
Must have and maintain a satisfactory driving record.

ADDITIONAL INFORMATION

Your application is part of the review process; be sure it is complete. If attaching a resume, all information requested on the application form must also be completed (i.e. writing “see resume” is not sufficient).

Reviewed By:	Mark Harcrow	Date:	September 10, 2020
Approved By:	Mark Harcrow	Date:	September 10, 2020
Last Updated By:	Lisa Cariker	Date/Time:	September 10, 2020
Received By:		Date:	