

# CITY OF RICHARDSON

JOB TITLE: **PUBLIC SAFETY TELECOMMUNICATOR (911 DISPATCHER)** APPROVED: \_\_\_\_\_

DEPARTMENT: Police

CLASS.CODE: 01020

CIVIL SERVICE: X NON-CIVIL SERVICE: EFFECTIVE: 06/24/2016

COMPETITIVE: X NON-COMPETITIVE:

EXEMPT: NON-EXEMPT: X

FULL TIME: X PART TIME:

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## **JOB SUMMARY:**

Under direct and general supervision, receive requests for police, fire, and emergency medical services. Dispatch and deploy public safety units and notify other support services. Provide pre-arrival emergency medical instructions. Operate various telecommunications equipment. Prepare reports and maintain files. Work any assigned shift, holidays, weekends, and additional hours, as needed for staffing and/or training purposes. Perform other related duties as required.

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## **ESSENTIAL JOB FUNCTIONS:**

- Answer multi-line telephones including E-9-1-1 lines.
- Communicate effectively, courteously, and clearly in English, verbally and in writing; includes speaking distinctly, responding promptly, hearing within the normal range, to protect the safety of the public and responders.
- Communicate with hearing/speech-impaired citizens by operating specialized teletype devices.
- Simultaneously listen to and comprehend telephone, radio, and interoffice communications while processing calls for service.
- Perform multiple tasks at one time, e.g., talking on telephone and directly inputting data into computer.
- Operate multi-channel public safety radio system, including interoperable communications with other agencies.
- Correctly process and record requests for police, fire, and medical services, utilizing direct entry into a computer-aided dispatch system or by following manual call processing procedures.
- Assign appropriate public safety personnel to routine and emergency calls for service, and deploy support services as well.
- Document all activity, location, and status in the computer-aided dispatch system for public safety personnel; quickly and correctly disseminate any additional information.
- Upon certification, provide pre-arrival emergency medical instructions following department elected protocol with National Academies of Emergency Dispatch (NAED) compliance.
- Read and accurately interpret electronic maps to locate, track, provide information to responders, and/or deploy units.
- Operate computer terminals to access information requested by public safety responders, the public, or other City personnel, e.g., records management, TCIC/NCIC, jail management, RPD Intranet, etc.
- Simultaneously input, retrieve, and maintain information, reading from multiple computer screens and printouts, utilizing multiple keyboards.
- Work in a confined area for 8+ hours and remain seated for long periods of time entering data into various computer systems.
- Operate in low-light conditions, discerning distinct colors used by a computer-aided dispatch system, E9-1-1 telephone equipment, or other visual resources.
- Concentrate on assigned tasks through many distractions.
- Monitor and identify activations of various alarm systems, following defined department protocols.
- Safely operate a wide range of equipment, e.g., door monitors and locks, printers, voice recorders, intercoms, alarm panels, weather monitoring devices, television monitors, copiers, document shredders, etc.
- As a Training Officer, train new employees, which includes timely preparation and submission of training documentation.
- As required, act in the absence of the shift supervisor.
- Prepare incident reports, supplement reports, and maintain various files.
- Comprehend and apply state laws, city ordinances, city and departmental policies and procedures.
- Attend/testify in all criminal and civil courts when summoned.
- Attend training schools/seminars and other city related events, which may require travel (occasionally overnight).
- Maintain high level of confidentiality.

- Read and accurately interpret graphic material in print and computer formats.
- Read written materials prepared in handwritten and multi-font print formats.
- Must not pose a threat to the health/safety of self or others.
- Remain aware of the security of the Public Safety Complex and immediately report any suspicious persons/activities to a supervisor.

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**OTHER JOB FUNCTIONS:**

- Carry, drag, lift, and/or pull/push up to 30 pounds of supplies (computer paper, toner cartridges, product cartons, etc.)
- Stoop, squat, kneel, climb and/or stretch to reach areas of the work site for routine cleaning and inspection
- May be required to search prisoners as outlined by written policy.

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**REQUIRED EDUCATION, DEGREES, CERTIFICATES, AND/OR LICENSES:**

High school diploma or G.E.D. certificate required. CPR certification and Emergency Medical Dispatch certification (through NAED), TCOLE Basic Telecommunicator Proficiency Certificate and TX Telecommunicator License required, or must be obtained within one year of hire. Texas Driver's License, Class C, required. US Citizenship required in order to obtain TCOLE certifications listed above.

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**EXPERIENCE, TRAINING, KNOWLEDGE AND SKILLS:**

Must complete a computer based exam with an overall score of 85% and typing speed of 45 words per minute. Must complete all phases of training provided by Richardson Police Department and demonstrate proficiency in each of the assigned areas 911/Calltake, Fire/EMS, R&I, and Police dispatch. If applying as entry level, must have at least 2 years of recent work history in a customer service environment, or a Bachelor or Associate degree, or 1 year of recent training with an accredited learning institution in computer operations and data entry. Multi-line telephone experience and direct computer entry I rees preferred. Must have acceptable working knowledge of computer operations, stressing accuracy and speed. Must be able to: independently make and carry out effective and timely decisions; competently perform under stress when confronted with emergency and critical situations; perform a variety of tasks, transitioning quickly from one to another while maintaining proficiency and composure. Must be able to work effectively without constant, direct supervision. If entering the classification via the Lateral Entry Program, must have a minimum of two years continuous experience as a Telecommunicator; must possess a Texas Basic Telecommunicator license, and must not have a break in service in the twelve months prior to the date of application. Out of state agency experience will be considered on a case by case basis for the Lateral Entry Program, with a final determination made by the Chief of Police.