



BEE COUNTY SHERIFF'S OFFICE

Sheriff Randy Aguirre

1509 GALLOWAY DRIVE BEEVILLE, TEXAS 78102 (361) 362-3221 (361) 362-3227 (FAX)

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 emergency 9-1-1

Receives, screens, and takes appropriate action on all emergency service calls to include 911 calls from the public requesting law enforcement, fire and EMS; determines nature and location of emergency, determines priority, dispatches emergency responders/units as necessary in accordance with established department policies and procedures; relays pertinent information to law enforcement and emergency services officers

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;

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

Provides public safety dispatch services for emergency and non-emergency purposes for various agencies; keeps track of a wide variety of public safety responders, resources, personnel, incidents and trends

Enters emergency assistance call information into the computer-aided dispatch (CAD); determines location of call; inputs, modifies, confirms and validates information into the NCIC and NCJIS systems for multiple agencies; enters data for reports and records, process forms and record files; queries system databases as requested; maintains records and files in accordance with established standards

Provides information, instructions and assistance to the public within scope of authority; provides detailed call information to first responders as needed; maintains status and awareness of unit locations; monitors message traffic and relays information as required

Receives and relays information regarding incidents and other activities to appropriate agencies and staff; receives and answers inquiries from the general public regarding laws, department policies and procedures, missing persons, weather and road information

Performs inquiries and criminal history checks for multiple law enforcement staff through NCIC and NCJIS systems; collects statistical data for reports; updates and ensures the accuracy of database

Adheres to NCIC and NCJIS administrative and security requirements, system sanctions, criminal history dissemination, etc., as required; ensures proper training, retraining and proficiency affirmation for staff utilizing the NCIC/NCJIS systems; prepares and maintains required documentation for local, state and federal audits

Updates and maintains the TCIC and NCIC databases by making entries, deletions, and confirmations regarding wanted persons, threats to peace officers, and weapons files

May analyze communications traffic activity and shift or modify priorities; serves as a shift leader/supervisor as assigned

Performs related work as assigned

Other Important Duties*

Train and mentor newly hired Telecommunicators

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 tasks 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 (TCOLE)

