

# **BOSQUE COUNTY SHERIFF'S OFFICE -- Job Specification**

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## **COMMUNICATIONS DISPATCHER**

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### **SUMMARY OF CLASSIFICATION**

Dispatches law enforcement, fire and emergency medical services to both emergencies and non-emergencies. Reports directly to the Communications Supervisor.

### **BUDGETARY RESPONSIBILITIES**

None.

### **ILLUSTRATIVE DUTIES**

Answers incoming calls for the Sheriff's Office during regular and non-regular working hours.

Assigns and dispatches sheriff's deputies, police units, fire and emergency calls.

Enters data into the computer in order to verify information for emergency personnel.

Logs all calls and enters information on deputy/officer locations into a computer aided dispatching system (CADS).

Calls other individuals and agencies in order to request information and confirm warrants to other departments/agencies.

Enters stolen items into the NCIC computer.

Monitors outside alarms and maintains office equipment in proper working order.

Dispatches after hours emergency crews where necessary.

### **PHYSICAL AND ENVIRONMENTAL CONDITIONS**

Ability to sit at a desk or move about in the dispatching area.

### **REQUIRED CONTACTS**

Ability to effectively communicate in the English language with employees, management and citizens in order to take complaints and requests for emergency and non-emergency services. Employee is required to speak clearly into the telephone and radio systems.

### **REQUIRED QUALIFICATIONS**

#### **Knowledge, Skills and Abilities**

Ability to read manuals and updates regarding general operational procedures. Skill and experience in the operation of computerized dispatching systems as well as work processing and database management in order to process and record emergency call information. Employee completes a variety of reports to include warrant confirmations.

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#### **Minimum Education, Experience, and Certification**

High school diploma or equivalent plus six months to one year of experience working in a dispatching position. Typing speed of 30 words per minute plus certification by TCLEOSE in Telecommunications. Experience in computerized dispatching systems (CAD).

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Department Head \_\_\_\_\_ Date \_\_\_\_\_

Job Updated: January 2010