



CITY OF KYLE

An Equal Opportunity Employer
POSITION DESCRIPTION

Position: **Emergency Communications Specialist (Police Dispatcher)**

Employment Status: Full-time
FLSA Status: Non-Exempt

Dept. /Div: Adm. - Police
Reports To: Support Services Manager

GENERAL STATEMENT:

Under the direction of the Support Services Manager, the Emergency Communications Specialist (ECS) will perform the police dispatch duties as required by the Support Services Manager. ECS's perform a full range of radio and telephone operational duties in the Kyle Police Departments 24/7/365 day facility and are required to process and prioritize incoming calls for police assistance.

ESSENTIAL FUNCTIONS:

- Use a computer-aided dispatch system (CAD).
- Receive emergency calls from the public requesting police services.
- Determine the nature and location of emergencies; determine priorities, and dispatch police as necessary and in accordance with established procedures.
- Receive and process 911 emergency calls.
- Maintain contact with all units on assignment; maintain status and location of police officers.
- Answer non-emergency calls for assistance.
- Enter and retrieve information quickly from a variety of local and automated law enforcement systems.
- Receive requests for information regarding vehicle registration, driving records and warrants and provide pertinent data.
- Monitor several complex radio frequencies.
- Operate a variety of communications equipment including radio consoles, telephones and computer systems.

- Provide the public with basic safeguard instructions in dangerous conditions prior to arrival of trained police personnel.
- Maintain accurate call information.

OTHER DUTIES AND RESPONSIBILITIES:

- Performs all other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Effectively relate to those contacted in the course of work.
- Must have the ability to perform in stressful situations.
- Must have excellent verbal and written skills.
- Must be able to work rotating shift assignments as required, which may include weekends and holidays.

QUALIFICATIONS, EXPERIENCE AND/OR CERTIFICATION REQUIREMENTS:

High School Graduate or Equivalent. After hire, employees in this classification are required to successfully complete TLETS/OMNIXX, TDD, TLETS, and CPR certification training courses. Anyone who poses a direct threat to the health and safety of himself/herself or to others in the workplace will be deemed not qualified for this position.

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS

While performing duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. The employee frequently is required to walk and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand, sit, and climb and balance. The employee must regularly lift and/or move up to 10 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

The noise level in the work environment is usually moderate.

This position description has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is no intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. The City of Kyle retains and reserves any or all rights to change, modify, amend, add to or delete, form any section of this document as it deems, in its judgment, to be proper.