

CITY OF BRIDGEPORT, TEXAS

COMMUNICATIONS SPECIALIST / 911 DISPATCHER

*Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the job and are **not** intended to reflect all duties performed within the job.*

The City of Bridgeport does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provision of services. The City is an equal opportunity employer.

FLSA: non-exempt

STARTING PAY: \$16.00/hour DOQ

DEFINITION:

To receive and dispatch incoming calls for assistance from the public, from police, EMS, fire, animal control and utilities; to operate Teletype equipment and prepare paperwork for filing with proper department or agency; and to respond to calls for assistance within any developed area of specialization such as photography, crime scene processing or crime prevention programs.

SUPERVISION RECEIVED AND EXERCISED:

Receives direct supervision from the Senior Communications Specialist.

Exercises no supervision.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS: *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Receives and dispatches incoming calls for assistance from the public, police, EMS, fire, animal control and utilities; records response time for these calls.
2. Quickly analyzes complex information in emergency or dangerous situations and makes decisions of a life or death nature.
3. Responds to calls for service in a timely and effective manner; communicates with irate, hysterical, aggressive and/or abusive individuals while maintaining composure and attempting to verbally calm them.

Initials _____ Date: _____ Revised 01/2020

4. Communicates regularly with police officers, District Attorney's Offices, Court officials, and other law enforcement agencies; assists other law enforcement agencies and individuals.
5. Answers the telephone and provides general information to the public as required.
6. Operates required specialized equipment, including monitoring radio and computer traffic; performs proper maintenance of dispatch equipment.
7. Provides clerical support including typing, filing, compiling statistics, as well as maintaining records, reports and logs; prepares reports and other essential documents.
8. Maintains work area neatly, safely, and in an organized fashion; organizes time and materials and uses organization skills and judgment to handle a variety of duties at once; determines duties of the most pressing nature and sets priorities.
9. Handles money in petty cash, warrant payments, and other monies as needed.
10. Responds to remote areas to perform specialized duties as required.
11. Accurately completes of all necessary paperwork in a timely manner.
12. Attends work regularly as scheduled.

Marginal Functions:

1. May be required to carry, hold, lift, push and pull a minimum of 35 pounds of computer papers and retrieve records and/or supplies from storage room.
2. Must be available to work any shift, holidays and/or weekends days/nights as required.
3. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILL AND ABILITIES:

Knowledge of:

Policies, procedures and methods used in the operation of the dispatch center, its equipment and resources.

Operation of computer aided dispatch systems, video display terminals, radio dispatching consoles, and associated equipment.

Various radio systems, their configurations, equipment and locations.

Emergency telephone answering and public safety dispatching policies and procedures.

Primary roads, streets, highways, areas, major buildings, industrial and public facilities with the City's boundaries.

Basic office procedures, methods and computer applications.

English usage, spelling, grammar and punctuation.

Standard public safety radio procedures.

Knowledge of FCC rules and regulations, departmental policies as well as the regulations for the OMNIXX system.

Pertinent Federal, State and local laws, codes and regulations.

The common rules of safety in the work place.

Skills:

Typing, filing, and telephone procedures.

Operation of radio and computer.

Ability to:

Move into remote areas and/or crime scenes for specialized duties as well as assist in traffic control duties during various civic functions.

Communicate effectively in English both orally and in writing and by telephone.

Sit for extended periods of time.

Read documents and computer screens.

Work well under pressure.

Display good decision making abilities.

Operate specialized computer systems and equipment, including radio, alarm, and computer traffic equipment.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate effectively and courteously with the public, vendors and other city employees in writing, in person and on telephone.

Accept training and supervision in a willing and pleasant manner.

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *communicating with others*
- *reading and writing*
- *monitoring assigned activities and operations*
- *operating assigned equipment.*

Maintain mental capacity which permits:

- *making sound decisions and using good judgment*
- *prioritizing work activities*
- *demonstrating intellectual capabilities.*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities, which may include the following:

- *walking, standing or sitting for extended periods of time*
- *lifting or carrying light to moderate objects*
- *operating assigned equipment.*

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

No experience required. Experience in an emergency CAD operated dispatch center preferred.

Training:

Equivalent to a High School diploma or G.E.D. required.

License or Certificate:

Possession of, or ability to obtain, an appropriate, valid Texas driver's license.

Telecommunications Operator Certification from the TCOLE required within one year of employment.

WORKING CONDITIONS:

Environmental Conditions:

Office environment; exposure to computer screens. The work environment is a 24-hour operation; therefore, this position involves rotating shift work, including nights, weekends and holidays.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

BENEFITS

The City currently offers all full time employees the following benefits: nine paid holidays plus three paid floating personal days; paid vacations and sick days; and a sick day pool. The City pays for the entire portion of the employee's health and vision insurance as well as a large portion of the dependent's coverage. Dental insurance is offered to the employee & their family. The City has a telemedicine plan available to the employee & their family at no charge. Employees are provided with \$30K life/ADD insurance with an option to purchase additional and/or dependent coverage. The City has access to a 457(b) retirement savings plan as well as AFLAC, pre-paid legal insurance and an HSA savings account. Additionally, the City provides a **\$200/month benefit allowance** to its full time employees to assist in paying for the employee's portion of benefits. The City pays extra pay for bilingual employees as applicable. Certification pay is available for TCOLE Intermediate, Advanced and Masters certifications.

DISCLAIMERS

This job description is:

1. Intended to describe the general nature and level of work being performed by any employee assigned to this job title. It is not intended to be a complete list of all job duties, responsibilities, and/or behaviors of employees in this job. It is intended to describe the essential functions of the position that a qualified individual must be able to perform, either with or without reasonable accommodation.
2. Not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under their supervision.
3. Not an employment agreement or contract. The City of Bridgeport has the exclusive right to alter this job description at any time without notice.

A criminal history, driver's license check and drug test are required for employment.

In compliance with the Americans with Disabilities Act, the City of Bridgeport will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

This job description does not constitute an employment agreement between the

employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

ACKNOWLEDGEMENT

As evidenced by my signature below, I have read my job description and have fully understood my duties and responsibilities related to my employment with the City of Bridgeport. I also acknowledge that I am qualified to perform these duties and, with or without reasonable accommodation, can perform the essential functions of this position as described. Further, I understand that if, at any time, I am unclear as to what my job duties and responsibilities are, or what is expected of me, I will notify management immediately to interpret these duties and expectations.

Date: _____

Employee

Employee's Printed Name