

West Orange-Cove CISD

JOB TITLE:	Police Dispatcher/Records Clerk	REFERENCE CODE:	
REPORTS TO:	Police Chief	JOB GRADE:	6
DEPT./SCHOOL:	WOCCISD Police Department	SERVICE DAYS:	193
FSLA:	Non-Exempt		

PRIMARY PURPOSE:

The role of the police dispatch/records clerk is to facilitate and implement the efficient operation of the district police department and provide clerical/secretarial services for the department.

QUALIFICATIONS:

MINIMUM EDUCATION/CERTIFICATION

High school diploma or equivalent

T.C.O.L.E. license

Telecommunications license

Texas state driver's license

Certification for access to Texas Law Enforcement Telecommunications System (TLETS)

Telecommunications Device for the Deaf (TDD) certification

Texas Crime Information Center (TCIC), and National Crime Information Center (NCIC) certifications

SPECIAL KNOWLEDGE/SKILLS

Proficient skills in typing, word processing, and file maintenance

Effective communication and interpersonal skills

Knowledge of computer operations and skills for police records

Knowledge of basic accounting principles

CPR/AED certification

Knowledge of principles and practices of confidential records management and file maintenance

Federal Emergency Management Agency (FEMA) Incident Command System (ICS)

MINIMUM EXPERIENCE

One year of computer and customer service experience *preferred*

Background investigation experience *preferred*

PERFORMANCE OBJECTIVES:

- Perform basic clerical duties in accordance with WOCCISD policies and procedures, including data entry, record keeping, and preparing and processing documents; duties may vary according to job assignment.
- Complete report requests and research assignments; assist customers with permit applications and technical documents; receive and file reports.

Police Dispatcher/Records Clerk

- Dispatch calls to appropriate law enforcement, fire, and emergency medical service agency via two-way radio.
- Maintain absolute confidentiality of all records and information.
- Support the relationship between the City of Orange, West Orange, and Pinehurst and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and WOCCISD staff.
- Demonstrate professional standards in appearance and personal conduct. Support the departmental operations with regular and timely attendance.

ESSENTIAL FUNCTIONS:

- Maintain data entry log of all phone calls and radio traffic in Computer Aided Dispatch (CAD) system
- Process teletype (TLETS) information and complete in-house system computer searches
- Operate radio console consisting of numerous talk groups
- Deploy to the field providing incident-based communications
- Attend all drills, training, and meetings, as required
- Perform quality assurance reviews and provides feedback to supervisor
- Perform other duties as assigned by the chief of police/supervisor.

EQUIPMENT USED:

Computers and printers
Copy machine and all general office equipment
Computer Aided Dispatch (CAD) system

WORKING CONDITIONS:

Maintain emotional control under stress
Position involves prolonged sitting at a workstation, reaching, walking, twisting, bending, repetitive motions, and standing
Position involves occasional lifting and carrying of up to 50 lbs. and exertion of up to 25 lbs.
Exceedingly busy office environment
Work with frequent interruptions

This document describes the general purpose and responsibilities of this position and is not an exhaustive list of all responsibilities, duties and skills that may be required.

Police Dispatcher/Records Clerk

Signature

Date