



City of Balcones Heights Police Department

Communications Supervisor Chris Aguirre



The Mission of the Balcones Heights Police Department is to provide the community with a safe and fear free environment in which to live, work and play and to do so with an emphasis on *PRIDE* - Professionalism, Respect, Integrity, Dedication and Excellence.

Dispatcher – Full-Time

Job Description:

Operate telecommunication equipment such as 800MHz Trunked Radio System, VHF Conventional Radio System, Computer Aided Dispatch (CAD) System, access Criminal Justice Information System (CJIS) and disseminate information to authorized personnel, Records Management System (RMS) Computer Telephony 9-1-1 and Mapping System, hearing impaired teletype and digital logging recorder. The Public Safety Answering Point (PSAP) is running twenty-four (24) hours a day seven (7) days a week.

Duties and Responsibilities:

- Answer emergency and non-emergency calls from the general public and route calls to other public safety agencies as needed.
- Enter call subject matter into computerized dispatch software and prioritization of calls for service.
- Dispatch of law enforcement or fire/EMS to respond to calls for service.
- Respond to requests for information regarding CAD incident/case numbers, arrival times, address information, and other Public Safety Communications Information.
- Research law enforcement databases to verify information on individuals to include but not limited to:
 - Driver's license and vehicle insurance validity;
 - existence of active warrants, protective orders, missing person entries, stolen vehicle entries, stolen/lost gun entries, and criminal histories.
- Maintain public safety responder locations.
- Assist in training of new employees in procedures for call taking, dispatching, radio communications, notification of proper personnel, proper use and operation of telecommunication equipment, documentation of calls for service and other related procedures.
- Ability to remain calm in emergency situations and high stress environment; attention to detail, cooperate with others, maintain composure; ability to communicate effectively with diverse groups of individuals; ability to establish and maintain effective working relationships with calls, other public safety agencies, co-workers, other city employees, and the general public.
- Perform related duties as required.



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Requirements:

- Be a citizen of the United States of America.
- Be at least eighteen (18) years of age.
- Be able to meet minimum standards for licensure as set fourth in the Texas Commission on Law Enforcement (TCOLE).
- Applicants must possess a high school diploma/GED;
 - (preferred) Applicants who possess an active Texas Commission on Law Enforcement (TCOLE) Telecommunications Operator license.
- Must have a TCOLE Telecommunicator License within one (1) year from employment date.
- Must obtain Texas Law Enforcement Telecommunication System (TLETS) Certification within six (6) months from employment date and maintain access to TLETS.
- Applicants must be able to read and write the English language;
 - (preferred) Applicants who speak the Spanish language.
- May work more than forty (40) hours during the workweek;
- May be required to be on-call twenty-four (24) hours a day;
- Must work weekends, holidays and perform shift work.
- Applicants must be of good moral character; defined in the same way as Police Officers.
- Applicants must not have been discharged from any military service with less than honorable conditions specifically:
 - Other than honorable conditions;
 - Bad conduct;
 - Dishonorable;
 - Any other characterization of service indicating bad character.
- Applicants must not have been convicted or have ever been on court-ordered community service/probation or deferred adjudication for a Class A misdemeanor or Felony;
- Applicants must not have been convicted or have been on court-ordered community service/probation or deferred adjudication for a Class B misdemeanor within the last ten (10) years;
- Applicants must not be currently under indictment for any criminal offense;
- Applicants must possess a valid Texas driver's license.
- Following a conditional offer of employment, the applicant must be examined by a licensed physician as selected by the City of Balcones Heights and declared able to perform the essential functions of the job.
- Applicants will be required to pass a drug screen.