



# CITY OF BROOKSHIRE COMMUNICATIONS OPERATOR



**Job Title:** Communications Operator (Dispatcher)

**Department:** Brookshire Police Department

**Supervisor:** Communications Supervisor

**Supervises:** N/A

**Starting Salary:** \$47,403 (\$22.79 hourly)

**Job Summary:** The Police Dispatcher serves as the first point of contact between the public and the police department. This position is responsible for receiving emergency and non-emergency calls, dispatching appropriate personnel, and maintaining accurate records of all communications. Dispatchers must remain calm under pressure, make quick decisions, and communicate clearly to ensure public safety and officer support.

## **Essential Duties & Responsibilities:**

- Receive and prioritize emergency and non-emergency calls for service.
- Dispatch police officers, fire, EMS, and other public safety units as needed.
- Operate and monitor communications equipment, including radios, telephones, and computer-aided dispatch (CAD) systems.
- Knowledge of geography for the City of Brookshire and surrounding areas
- Knowledge of law enforcement terminology and procedures
- Provide officers with critical information such as individual descriptions, vehicle information, and call history.
- Maintain constant awareness of unit locations and officer safety.
- Enter, update, and retrieve information from state and national law enforcement databases (e.g., TCIC/NCIC).
- Enters, clears, and updates department warrant entries, coordinates efforts with other agencies
- Performs inquiries and criminal history checks, for agency law enforcement staff through TCIC/NCIC
- Adheres to TLETS and CJIS administration and security requirements, criminal history dissemination, etc., ensures proper training for state licensing requirements
- Relay information to other law enforcement agencies when necessary.

- Document all calls for service, radio traffic, and related events accurately and promptly.
- Follow department policies, procedures, and applicable federal/state regulations.
- Perform other duties as assigned by supervisors
- This position is considered Critical Personnel during natural disaster or manmade disaster and/or catastrophic event. This position may be required to provide services or perform duties for the benefit of the public and the continuity of City operations.

**Minimum Job Requirements:**

- Must be at least 18 years of age minimum
- Must have a valid Texas Driver's License and maintain a satisfactory driving record
- Must be able to provide proof of eligibility to work in the United States
- Must be able to work variety shift-days, evenings, overnights, weekends, holidays, and call in's/overtime as necessary
- Must be able to work with a group or alone, without regard to the schedule shift
- Must be able to pass background investigation, psychological, and drug testing
- High School Diploma or equivalent combination of education, training, and experience
- Prior dispatch, emergency communications, or law enforcement experience is preferred but not required

**Physical Demands & Working Environment:**

- Mobility to work in a secure communications center and use standard office equipment
- Stamina to be seated or to stand for extended periods of time
- Strength to carry up to 20 pounds
- Vision to read multiple computer screens for long periods of time as well as printed materials
- Hearing and speech to communication in person, over the telephone, and over the radio

**Special Requirements:**

- Ability to work and maintain composure in stressful and emergencies situations
- Perform multiple tasks
- Listen and communicating clearly, both verbally and in writing
- Extensive data entry and public contact

**Required Certifications & Licenses:**

- TCOLE Telecommunicator License, within 1 year of employment
- CPR Certification, within 1 year of employment
- NCIC/TCIC Certification, within 6 months of employment