



# Texas Medical Center

## Job Description

**Department:** Police and Security Services

<b>Title:</b> Dispatcher	
<b>Reports To:</b> Supervisor, Communications/ Mobility	<b>Revised On:</b> 12/2010
<b>FLSA Status:</b> Non-Exempt	<b>Reviewed On:</b> 3/9/2011

**Shift:** 6AM – 2PM

**Position Summary:** Respond to emergency and non-emergency requests for assistance in a professional and courteous manner, determining nature/urgency of calls, initiating appropriate personnel action and maintaining close contact with field staff to monitor response and needed support requirements.

### Essential Job Functions:

1. Receive and respond to emergency and non-emergency calls from the public via telephone, radio systems and computer-aided dispatch (CAD) systems.
2. Process and evaluate information received, prioritizes calls and dispatches required units and agencies.
3. Distribute electronic communications as appropriate.
4. Monitor parking system to ensure that all equipment is operative, troubleshoot system issues and report all malfunctions.
5. Respond to customer inquiries associated with our parking technology, rates, facilities, availability, directions, payments, parking card or visitor pass issues, and other related products or services.
6. Assess and resolve customer concerns by using effective questioning and listening skills, appropriate system applications and resources.
7. Follow up with customers in a timely manner on issues that are not immediately resolved.
8. Escalate customer concerns to management when appropriate.
9. Communicate with customers, peers and management clearly and concisely.
10. Document incoming calls and prepare reports as requested.
11. Act as a liaison between customer and other departments to resolve issues.
12. May staff the Emergency Communications Center during hurricanes or other disasters.

This job description is not intended to all-inclusive. An employee will also perform other reasonably related business duties as assigned.

### Minimum Requirements:

1. High School Diploma/GED required or two years of comparable experience plus required related experience may be considered in lieu of diploma.
2. Minimum of two years related experience in a dispatch or call center environment required; security or law enforcement experience preferred.
3. TCLEOSE Telecommunication Certificate preferred.

4. Must possess or obtain TCIC Less Than Full Access Operator, Omnrix and TCLEOSE Basic Dispatcher certifications within the first six months of employment.
5. Ability to effectively operate a multi-line telephone consol and multi channel radio.
6. Ability to maintain composure and interact effectively in a high-production setting with continual interruptions.
7. Must provide exceptional customer service.
8. Must demonstrate effective listening and problem-solving skills.
9. Must have effective verbal and written communications skills in English, bilingual helpful.
10. Demonstrated ability to handle confidential information with integrity and discretion.
11. Demonstrated ability to multitask.
12. Must uphold TMC safety standards.
13. Data entry skills required.
14. Must have the ability to work flexible schedules including holidays, nights, weekends and during emergencies.
15. Must be able to navigate multiple software applications or databases concurrently.
16. Technical/Computer Skills: Microsoft Outlook and Word required.

**Working Conditions: F=frequently; O=occasionally; R=rarely**

- **Frequently - includes daily, several times a day, hourly or more**
- **Occasionally - includes more than once a month, more than once a week**
- **Rarely – includes less than once a month, less than once a quarter**

Physical-on the job the employee must:

- (O) Bend      (F) Sit      (O) Squat      (F) Stand      (R) Crawl  
 (R) Climb      (F) Push/Pull      (O) Kneel      (F) Walk      (F) See  
 (F) Hear      (F) Handle objects (manual dexterity)  
 (O) Reach above shoulder level      (F) Use fine finger movements  
 (R) Must carry/lift loads of up to 25 pounds

Mental-on the job the employee must be able to:

- (F) Read/comprehend      (F) Write      (F) Perform calculations  
 (F) Communicate clearly      (F) Reason and analyze

Environmental-on the job the employee:

- (O) Is exposed to excessive noise      (R) Is around moving machinery  
 (R) Is exposed to marked changes in temperature and/or humidity  
 (R) Is exposed to dust, fumes, gases      (R) Drives motorized equipment  
 (R) Required to spend time outdoors

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