



MERCEDES POLICE DEPARTMENT

316 South Ohio Ave Mercedes, Texas 78570 (956) 565-3102 Fax (956) 565-2583

Job Title: Communications Specialist-Dispatcher

Department: Police

Reports To: Police Chief

Job Summary

Under general supervision, the Communications Specialist serves as the vital link between the public and emergency services. This position is responsible for receiving, processing, and dispatching 911 emergency and non-emergency calls for police, fire, and medical services. The Specialist operates complex telecommunications equipment and computer systems to ensure the safety of the citizens and field personnel of the City of Mercedes.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Emergency Call Taking: Receive and process 911 emergency and non-emergency requests for service; assess the level of priority and extract critical information from callers who may be under extreme stress.

Radio Dispatch: Dispatch police, fire, and EMS units via radio systems in accordance with established departmental protocols and geographic boundaries.

Data Systems Management: Operate the Texas Law Enforcement Telecommunications System (TLETS) and NCIC/TCIC to query driver's license data, vehicle registrations, and warrants.

Information Integrity: Maintain precise, real-time logs of all radio transmissions and telephone complaints using Computer Aided Dispatch (CAD) software.

Crisis Coordination: Monitor multiple radio frequencies and provide life-safety instructions or support to field units during high-risk incidents.

Multi-Tasking: Manage multi-line telephone systems, walk-up lobby inquiries, and inter-agency communications simultaneously with a high degree of accuracy.

MINIMUM QUALIFICATIONS & REQUIREMENTS

Education: High School Diploma or GED equivalent.

Experience: Minimum of two (2) years of general work experience, or one (1) year of experience specifically in public safety dispatching, emergency telecommunications, or a related high-volume clerical field.

Bilingual Proficiency: Must be able to communicate fluently and effectively in both English and Spanish to assist the diverse population of the Rio Grande Valley.

Technical Skills: Proficiency in computer data entry with the ability to type at a speed sufficient for real-time documentation.

Certifications: * Must possess or be able to obtain a TCOLE (Texas Commission on Law Enforcement) Telecommunicator License within one year of hire.

Must be able to pass a comprehensive background check, psychological exam, and drug screening.

KNOWLEDGE, SKILLS, AND ABILITIES

Diplomacy: Ability to remain calm, professional, and empathetic when dealing with the public, especially during life-threatening emergencies.

Confidentiality: Strict adherence to laws regarding the privacy of sensitive criminal justice information.

Judgment: Proven ability to work under minimal supervision and make rapid, sound decisions based on departmental policy.

Organization: Superior multi-tasking skills with the ability to prioritize tasks in a high-stress, rapidly changing environment.

This job description summarizes essential job functions and minimum job requirements for entry level work. The job description illustrates typical job duties and type of work that is customarily assigned and performed in this position. However, this job description does not represent every aspect of the job nor does it guarantee permanent employment, as all positions with the City of Mercedes are employment at will positions. Job descriptions are subject to periodic update. Immediate modifications may be made to include corrections on standard wages or salaries if necessary. The City reserves the right to change work assignments, work schedules and other aspects of a job. Official job descriptions are maintained and available from the Human Resources Department.
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