
General Information

Job title: 911 Dispatcher\Call Taker (Police & Fire)

Job location: Sansom Park, TX 76114 United States

Requisition code:

Date posted: 02/28/17

Job type: Full-Time

Compensation: TMRS Retirement 1:1.5, Health & Dental insurance, life insurance and ancillary insurances. Vacation leave; 5 days after 1 year - 10 days after 2 years, 15 days after 5 years. 10 days Sick leave per calendar year, and 10 Holidays. Salary is DOE but no less than \$15.00 hourly.

Job Classification

Job Category: Police & Fire Communications

Job Description

The City of Sansom Park is currently seeking motivated individuals to become part of our communication team.

Job description: 911 dispatchers must answer emergency and non-emergency calls/requests for assistance and information. They must provide dispatch and communication support services for police, fire, emergency, and related services. Perform other office duties as needed

Essential job functions: Operate a multi-line telephone console system, multi-channel radio system, and TDD system for the deaf and hearing-impaired. Fast paced data entry. Determine and assign the level of priority of the call and enter the data into a computer-aided dispatch system. Monitor and radio dispatch Fire, Police, and Animal Control personnel. Perform emergency medical dispatch and crisis intervention services as needed. Ask vital questions Receive and respond to a variety of emergency and non-emergency services and complaints. Ask questions to interpret, analyze and anticipate the caller's situation as to resolve problems, provide information, dispatch emergency services, or refer callers to other agencies. Dispatch and coordinate the responses of public safety agencies. Identify appropriate number and type of personnel or apparatus to dispatch. Enters and modifies information into local, state and national computer databases. Monitor and respond to a variety of technical systems and alarms. Understand jurisdictional boundaries, as well as thoroughfares, landmarks, public buildings and waterways within the jurisdiction.

Job Requirements

Education, training, experience:

Previous Police/Fire Dispatch Experience preferred, but not required.

Must be a citizen of the United States

High School Diploma or GED

Must be 18 years of age or older

No felony or class A misdemeanor convictions

No misdemeanor convictions or deferred adjudication above a class C misdemeanor within the last 10 years

No DWI convictions within the last 10 years, No pending litigation (civil or criminal)

Cannot be on court-ordered community supervision or probation

Must be of good moral character

Must have a good school & work history

One(1) year of related experience

Have a valid Texas Drivers License or be able to obtain within thirty(30) days, Clean driving history

Pass a background investigation

Pass physical exam & drug screen

Pass Psychological exam

Internal candidates must not be on probation or disciplinary probation at the time of application, nor have any formal disciplinary actions on file during the last year preceding application.

Preferred Requirements:

Bi-lingual English/Spanish

Type 40 WPM

Telecommunicator License – TCOLE

Pick up application and Personal History Statement in person at 5705 Azle Ave., Sansom Park, TX 76114 or email wilkerson@sansompark.org