



City of Waxahachie 911 Dispatcher

SALARY	\$25.85 - \$37.09 Hourly \$2,067.94 - \$2,967.49 Biweekly \$4,480.53 - \$6,429.56 Monthly \$53,766.36 - \$77,154.73 Annually	LOCATION	Waxahachie, TX
JOB TYPE	Full-Time/Non-Exempt	JOB NUMBER	00437
DEPARTMENT	Police	OPENING DATE	12/16/2024
CLOSING DATE	1/17/2025 11:59 PM Central America		

Description

DEFINITION:

Under general supervision, the 911 Dispatcher provides emergency dispatch services. This position gathers, records, and disseminates information received from officers and the general public, and communicates information to appropriate parties and agencies. Performs a variety of technical dispatching tasks in support of the telecommunications program. Performs other duties as assigned.

Duties and Responsibilities

DUTIES AND RESPONSIBILITIES:

The duties listed below represent the various types of work that may be performed. The omission of specific statements of duties does not exclude them if the work is related or a logical assignment to this class.

- Receive emergency service calls from the public requesting law enforcement, ambulance, fire, or other emergency service; determine nature, location, and priority of emergency; dispatch emergency units as necessary.
- Maintain contact with all units on an assignment using a two-way radio; maintain status and location of public safety units; provide timely and accurate directions to public safety units responding to emergency calls; maintain a daily log of all field calls and units dispatched.
- Monitor, receive, disseminate, and transmit information for the Police department and other agencies via a teletype machine.
- Use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement, emergency medical, and fire agencies; coordinate wreckers as needed; operate TDD as needed.
- Answer non-emergency calls for assistance; take reports over the telephone; answer and dispatch maintenance service emergencies during evenings, weekends, and holidays; contact appropriate personnel for response.
- Communicate with walk-ins and provide general information or referrals as needed.
- Enter, update, and retrieve information from NCIC/TCIC and other criminal information systems relating to wanted persons, warrants, stolen property, vehicle registration, stolen vehicles, and other information.
- Maintain written records on a variety of log forms and time cards; process shift reports including all dispatch activities; distribute records and reports to sworn police personnel.
- Adhere to safe work practices and procedures.

- Respond to public inquiries in a courteous manner; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
- Performs other duties as assigned.

EMPLOYMENT STANDARDS:

Knowledge of:

- Operations, services, and activities of an emergency dispatch program.
- Methods and techniques of emergency dispatching.
- Pertinent Federal, State, and local laws, codes and regulations.
- Basic principles and procedures of record keeping.
- Geographic features and street locations and names.
- Policies and Procedures for receiving and processing emergency calls.
- Procedures used in operating computer-aided dispatch and E-911 systems.
- Standard radio broadcasting and dispatch procedures and rules.
- Operations, services, and activities of the city.
- English usage, spelling, grammar, and punctuation.
- Modern office procedures, methods, and computer equipment.
- Operational characteristics of telecommunications equipment.

Ability to:

- Interpret, explain, and enforce department policies and procedures.
- Operate a variety of telecommunications equipment in a safe and effective manner.
- Perform dispatching activities.
- Effectively communicate with and elicit information from upset and irate citizens.
- Work under pressure, exercise good judgment, and make sound decisions in emergency situations.
- Operate E-911 equipment.
- Operate a computer terminal, teletype, and other office equipment.
- Type a minimum of 40 words per minute.
- Perform routine clerical activities.
- Type at a speed necessary for successful job performance.
- Work independently in the absence of supervision.
- Interpret and apply Federal, State, and local policies, laws, and regulations.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Pass a thorough background investigation.

Requirements

Education, Training, and Experience:

- High School Diploma or GED, supplemented by some specialized technical training.

Licenses and Certificates:

- A valid state driver's license is required at the time of appointment and must be maintained throughout employment.
- Possession of, or ability to obtain and maintain appropriate and valid 911, TCIC/NCIC, and TLETS certifications.

Supplemental Information

PHYSICAL AND MENTAL DEMANDS:

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals

with disabilities to perform essential functions.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit, walk, and stand; talk and hear; use hands to handle, feel, or operate objects, tools, or controls; reach with hands and arms; and perform repetitive movements of hands or wrists. The employee is frequently required to lift up to 25 pounds unaided. Specific vision abilities required for this job include close vision and the ability to adjust focus.

Mental Demands:

While performing the duties of this class, an employee uses written and oral communication skills; reads and interprets data, information, and documents; analyzes and solves problems; uses math and mathematical reasoning; performs highly detailed work; deals with multiple concurrent tasks; and interacts with others encountered in the course of work, including frequent contact with customers and/or the public and dissatisfied/abusive individuals. Able to cope effectively with pressure while working in a high-stress environment.

Work Environment:

The employee works in an office environment where the noise level is usually quiet. Certain positions within the classification may require availability to work flexible schedule.

Agency

City of Waxahachie

911 Dispatcher Supplemental Questionnaire

***QUESTION 1**

Select the highest level of education that you have completed.

- Less than a High School Diploma or GED
- High School/GED
- Associate's Degree
- Bachelor's Degree
- Master's Degree

***QUESTION 2**

Do you have a valid drivers license?

- Yes
- No

***QUESTION 3**

Please select any of the following duties you have experience with:

- Functions and operations related to Law Enforcement or First Responders
- Familiarity with federal, state, and local laws and regulations
- Two-way radios, multi-line phone systems, or other communications systems

- Geographic features, maps, directions, street locations and names, etc.
- High-function multitasking under pressure or stressful conditions
- Prioritizing and evaluating the importance of tasks
- Accurately interpreting and communicating time-sensitive critical information
- Independently making sound decisions on matters of significance or jeopardy
- Maintaining discretion and using good judgment when handling sensitive or confidential information
- Completing job duties or assigned tasks independently or with minimal supervision
- I have no experience with any items on this list
- I have other job-related experience not listed above

***QUESTION 4**

This position requires working nights, weekends, holidays, emergency call-backs, and shift work. Are you willing and able to work different shifts as assigned?

- Yes
- No

QUESTION 5

Please describe any other related experience you have with this position that was not listed above:

QUESTION 6

Please list any current certifications:

* Required Question