



CITY OF JERSEY VILLAGE, TEXAS

16501 Jersey Drive



Jersey Village, Texas 77040

JOB POSTING

POSITION: 911 Dispatcher
DEPARTMENT: Communications

DATE POSTED: 12/20/2011
FLSA STATUS: FT, Non-exempt

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JOB SUMMARY: Under the general supervision of the Communications Supervisor, the employee should be able to work with and without direct supervision. Responsible for taking emergency and non-emergency telephone calls for police, fire, E.M.S., and directing them to the proper location in a timely manner. Must be capable of operating various types of telecommunications equipment including, but not limited to, telephone, TDD, personal computers, and fax machines. Employee will also be responsible for maintaining various logs and files. Employee must be available to work various shifts, including weekends and holidays as directed by the schedule, and performs other duties as assigned. Overtime will be required as needed for staffing. The employee will report directly to the Communications Supervisor.

ESSENTIAL JOB FUNCTIONS:

- Answer multiple phone lines such as business, emergency, and Emergency 9-1-1
- Utilize TDD phone to communicate with the hearing impaired
- Read, write, and speak English clearly, neatly, and in a pleasant courteous manner
- Comprehend and decipher both telephone and radio communications
- Receive, record, and dispatch emergency assistance for Fire, police, and EMS in a timely, efficient manner
- Operate several computers and retrieve data from their systems in an appropriate amount of time
- Ability to work in a confined space for extended periods of time
- Work in a multi-tasking environment (multiple computers generating multiple returns)
- Operate multi-channel Public Service Radio System
- Ability to maintain control of situations in Dispatch during stressful times (i.e., multiple calls, storms, or any type of hazardous situation) Considered E1 (Essential Personnel) and can be called back or/and held at the department until such time the EOC is deactivated.
- Perform routine maintenance on recording equipment (as set out in cleaning instructions)
- Maintain a safe work environment.
- And any other tasks/or job duties as assigned by a supervisor

PHYSICAL REQUIREMENTS: Must be able to sit for extended periods of time; carry, lift, or drag objects weighing up to 35 pounds, stoop, squat, kneel, climb, and stretch to reach areas of the work site for routine cleaning and inspections.

REQUIRED EDUCATION, DEGREES, CERTIFICATES, AND/OR LICENSES: High school diploma or G.E.D. certificate. Must possess a valid Texas Drivers License. Must pass an extensive background investigation, a pre-employment medical examination and drug screening. Must have the ability to obtain TCLEOSE, TCIC/NCIC, EFD/EMD, and JIMS & DIMS certifications within the first year of employment.

EXPERIENCE, TRAINING, KNOWLEDGE AND SKILLS: One (1) year prior public safety telecommunications experience preferred. Must be able to effectively communicate both orally and in writing; type 35 words per minute; follow departmental policy and standard operating procedures, and perform effectively under stress.

SALARY INFORMATION: Depending on qualifications and experience

APPLICATION DEADLINE: To be considered for this position, employment applications are required. Physical address: City of Jersey Village, Human Resources, 16327 Lakeview Dr., Jersey Village, Texas 77040. Email applications to hr@ci.jersey-village.tx.us or fax to (713) 466-2171. An Application may be printed by visiting www.jerseyvillage.info

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