



CITY OF TERRELL NOTICE OF EMPLOYMENT

COMMUNICATION SPECIALIST (911-DISPATCHER) – The City of Terrell is accepting applications for the position of Communication Specialist in the police department. Minimum qualifications include high school diploma or equivalent, data entry skills, pass an extensive background check, ability to function in a highly stressful environment, must be able to work varied shifts and holidays, ability to obtain communication specialist certification from the State of Texas within six (6) months of hire. Training for the certification exam paid for by the City of Terrell. Apply: City of Terrell Human Resources Department, 201 East Nash Street, Terrell, Texas 75160 or download application from: www.cityofterrell.org. Click on career opportunities. EOE/AA

This position is open until filled with review of applications weekly.

POSTED: November 9, 2021

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The mission of the City Council of the City of Terrell, Texas, is to create pride by serving the community in a proactive manner and to enhance the quality of life through providing the highest level of services in the most efficient manner.

CITY OF TERRELL
Communication Specialist

DEFINITION

To receive incoming calls from police personnel, other public safety agencies, and the general public; to provide emergency communication services including gathering, receiving, recording and disseminating information from police, fire and the general public to appropriate parties and agencies; and to perform a variety of technical communications tasks in support of the dispatching program.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Communication Supervisor

Exercises no supervision.

ESSENTIAL FUNCTION STATEMENTS—*Essential responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Receive emergency service calls from the public requesting law enforcement, fire or emergency medical service; determine nature, location and priority of emergency; dispatch emergency units as necessary; answer regular phone lines transferring, referring or receiving information.
2. Monitor radio console with multiple channels and monitor 911 emergency lines; enter and cancel entries in the assigned system; monitor non-emergency lines and transfer calls to appropriate locations; operate various communication equipment in the performance of dispatching activities.
3. Maintain radio contact with officers; initiate backup support for police officers and other agencies as needed.
4. Answer non-emergency calls for assistance; answer and dispatch maintenance service emergencies during evenings, weekends and holidays; contact appropriate personnel for response.
5. Monitor radio traffic from multiple radio channels; process all requests of police, fire, ambulance personnel on radio as needed; record and document by computer entry all calls dispatched; provide timely and accurate directions to public safety units responding to emergency calls; maintain daily log of all field calls and units dispatched.
6. Operate the in-house computer system for call entries and inquiries; use telecommunications systems to coordinate emergency calls and relay information and assistance requests involving other law enforcement, emergency medical and fire agencies; operate the telecommunications device for the deaf (TDD).
7. 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; record arrests, holds, releases and transfers of prisoners; record detainment of juveniles.
8. Perform data entry of various records into the computer system; enter and modify emergency contact numbers for after hours businesses; validate all files entered into the computer; enter impounds into the computer.

9. Receive and respond to walk-in public inquiries; inquire on requests for information including license plates, addresses, autos, and VIN's; enter criminal history and driving records requests, complete log and distribute to requesting party.
10. Monitor prisoner activities in the jail cells; control entrance to secured areas; monitor alarm panel boxes; monitor airport alarm, in-house alarm board, City Hall and National Guard Armory Alarm Box.
11. File citations, arrest, offense, incident and disposition reports and other related police reports and documents; enter into TLETS and file warrants, stolen vehicle and missing persons reports.

Marginal Functions:

1. Respond to public inquiries in a courteous manner in person and on the telephone; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
2. May be required to translate in English and Spanish.
3. Perform related duties and responsibilities as required.

QUALIFICATIONS

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 of receiving and processing emergency calls.
Procedures used in operating computer aided dispatch and 911 systems.
Standard radio broadcasting and dispatch procedures and rules.
Operations, services and activities of the city.
English usage, spelling, grammar and punctuation.
Basic mathematical calculations.
Modern office procedures, methods and computer equipment.
Operational characteristics of telecommunications equipment.
Ability to type, use a word processor, enter data as required for necessary job function.

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.
Perform basic clerical functions including filing and data entry activities.
Effectively communicate with an elicit information for upset and irate citizens.
Work under pressure, exercise good judgment and make sound decisions in emergency situations.
Operate a multiple channel radio system and 911 equipment.
Operate a computer terminal, teletype and other office equipment.
Perform multiple tasks simultaneously.
Type at a speed necessary for successful job performance.
Work independently in the absence of supervision.
Interpret and apply applicable 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.

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *reading and writing*
- *recognizing and responding to questions*
- *speaking in a clear, audible voice*
- *distinguishing differences between colors*
- *operating assigned equipment*

Maintain mental capacity which allows the capability of:

- *making sound decisions and using good judgment*
- *prioritizing emergency and non-emergency situations*
- *answering questions*
- *demonstrating intellectual capabilities*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *sitting for extended periods of time*
- *working under extreme stress and pressure*
- *operating assigned equipment*
- *working shift work*

Experience and Training Guidelines

Any combination of experience that would likely provide the required knowledge is qualifying. A typical way to obtain the knowledge and abilities would be:

Training:

Equivalent to the completion of the twelfth grade plus additional technical training related to public safety dispatching and use of related equipment.

License or Certification

Possession of an appropriate certification as a telecommunicator from the State of Texas.

Possession of an appropriate 911 operator certification in the State of Texas.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens and emergency situations; work closely with others and work alone; work in confined spaces; work around noise.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time; general manual dexterity. Must be able to work shift work; day, evening, nights, holidays, etc. Must be able to be on call back one week at a time. (All dispatchers are put on call a week at a time. How often is based on how many dispatchers the city has. If the city has nine dispatchers, you would be on call one week out of nine weeks. If the city has three dispatchers, you would be on call one week out of three weeks.) All dispatchers are subject to emergency call back.