

Position Opening: 911 Dispatcher

Location: Goldthwaite, Texas

Department: Mills County

Division: 911 Dispatching/Emergency Communications

Days: Sun., Mon., Tue., Wed., Thu., Fri., Sat.

Hours Per Week: 12 Hour Shifts

Status: Accepting Applications Until Filled

Hours per week: 40

Salary: Hourly, Rate TBD

Job Description:

- The 911 Dispatcher performs specialized radio and communications work. Responsible for answering emergency calls, non-emergency calls, incoming administrative lines and providing pre-arrival instructions to callers.
- This position operates radio, telephone and related communications equipment and software to receive and relay critical information to responders.
- Prioritizes and assigns appropriate responses for emergency and non-emergency incidents.
- Maintains logs and records all activity as required.
- Provides support information to law enforcement, firefighters, emergency medical personnel, the public and other agencies as required.

Job Responsibilities The Communications Officer is responsible for the following duties:

- Answers incoming 9-1-1, TTY emergency and non-emergency calls.
- Prioritizes calls and determines proper routing utilizing established guidelines and operating procedures. Makes outgoing calls as necessary or requested; Directing all callers to appropriate departments and/or agencies as needed; Maintains accurate records in computer as related to following local guidelines.
- Evaluates information to determine appropriate response including; jurisdiction, resources, and personnel; Using established protocols to provide pre-arrival instructions to emergency callers until appropriate units arrive on scene; Monitors multiple radio talk groups and ensures interoperable radio communications, responds and documents all radio traffic.
- Maintains officer safety dispatching back-up as needed and by obtaining status checks according to standard operating procedures; Monitors information related to emergency management and uses various software to increase citizen and responder awareness.
- Maintains credentials and successfully access national and state databases in accordance with local, state, and federal policies and guidelines including but not limited to; inquiry, clear, cancel, modify, request, confirmation, and validation.
- Provides information service to the public.
- Maintains familiarity with major streets, public buildings and known locations of public interest as well as the general geographic layout of Mills County.
- Performs other related duties as may be assigned or required.

Minimum Qualifications: EDUCATION, WORK EXPERIENCE, CERTIFICATIONS AND LICENSES REQUIRED:

- High school diploma or GED equivalent.
- A valid Texas driver's license.
- Meet proficiency requirements from the Texas Commission on Law Enforcement Officers Standards and Education as mandated by the State of Texas. (Intermediate Telecommunications from TCOLE preferred) Failure to obtain a Telecommunication Certification from the Texas Commission on Law

Enforcement Officers Standards and Education within one (1) year of employment will result in termination of employment.

Physical Requirements:

- The Communications Operator is required to lift and carry up to 20 pounds and to pull, push, or drag up to 50 pounds of materials and supplies.
- The Communications Operator must be able to stand or sit for extended periods. He or she must be able to wear a headset to communicate over the phone.
- The Communications Operator uses eyes, ears, hands and fingers to perform assigned duties and responsibilities rapidly and works various hours and days to accommodate required overtime or shift work.
- He or she must also be able to stand or sit for up to four (4) hours minimum.
- This position requires the employee to have 20/20 vision with or without corrective lenses and must first perceive forced whispered voice at greater or equal to five (5) feet with or without a hearing aid. The job of Communications Operator is performed mainly indoors in a climate-controlled environment.

Required Knowledge, Skills, Abilities, & Training ORGANIZATIONAL

- Read, write and speak English
- Bilingual ability a plus but not a requirement
- Must have a clear speaking voice for radio and telephone
- Computer literacy with keyboarding skills
- Basic MS Office familiarity
- Must possess references and pass drug and background screening.

RELATIONSHIPS:

- REPORTS TO: The 911 Dispatch Supervisor
- DIRECTS: Does not supervise any employees
- OTHER: Works with all protective service personnel to coordinate effective response in emergency situations

Ed Smith

Mills County Judge, Emergency Management Director

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Visit us on the web at [Mills County, Texas.](http://www.millscountytx.com)